



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**RECREATION OPERATIONS SUPERVISOR**  
(COMMUNITY RECREATION DIVISION)  
PARKS, RECREATION AND TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

---

## GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for the oversight and management of athletic facilities and programming. Reports to the Recreation Program Supervisor, Senior.

## ESSENTIAL JOB FUNCTIONS

Responsible for effective supervision and administration of indoor and outdoor athletic facilities and programs on a year-round basis including completing required reports, budgeting, purchasing and financial transactions including grants and fundraising, staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Designs and coordinates balanced and effective program offerings and delivers to diverse populations. Oversees and develops short and long-term strategic goals pertaining to the planning, development, design and operational processes of the facilities; develops and recommends policies and procedures to include class and participant registration, facility use and rental policy, program operations, and safety and building operations; recommends internal branch organization; establishes and implements management systems to effectively meet operating goals and objectives.

Performs other duties as assigned.

## PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## REQUIRED KNOWLEDGE

- Recreational Programming - Extensive knowledge of recreational programming and recreational facility operations as they relate to athletic philosophies, principles and practices.
- Public Relations and Communications - Extensive knowledge of the proper methods and techniques of researching, preparing and disseminating public information.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to recreational activities and other work related precautions.
- Strategic Planning - Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

- Customer Service – Knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Technology – Knowledge of general office equipment and personal computers and related security software and equipment.

### **REQUIRED SKILLS**

- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situation and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationships – Develops and maintains cooperative and courteous relationships with employees, managers, representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

### **REQUIRED ABILITIES**

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of employee relations issues with tact, confidentiality and diplomacy.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

### **EDUCATION AND EXPERIENCE**

Requires a Bachelor’s Degree in Recreation, Leisure Studies, Therapeutic Recreation or a related field and 3-5 years of professional recreational programs experience with 1 – 2 years of lead or supervisory experience, or an equivalent combination of education and experience.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history and sex offender registry check.

A valid driver’s license with an acceptable driving record.

## **PHYSICAL REQUIREMENTS**

- Tasks require the ability to exert very moderate physical effort in light work.
- Some combination of stooping, kneeling, crouching and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds).

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds, depths, textures, and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, temperature and weather extremes, traffic hazards, violent individuals, infectious disease, or rude/irate customers.