



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
RECREATION PROGRAM 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 an instructional program and leisure program area and operations of the assigned recreation facilities. Reports to the Recreation Program – Superintendent or Recreation Program Supervisor, Senior.

ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of assigned program or facility including completing required reports, marketing, budgeting, purchasing and financial transactions, revenue collection, fundraising, grant submittal, staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Coordinates balanced program offerings through the design of instructional classes, special events, sports, camps and open activities. Oversees and develops short and long-term strategic goals pertaining to the planning, development, design and operational processes of the facility; 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 for assigned facility or program.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to recreational activities and other work related precautions.
- 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.

REQUIRED SKILLS

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software to complete a variety of administrative tasks with reasonable speed and accuracy.
- Judgement/Decision Making - Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from all departments, organizations and the public. Effectively responds to and resolves complex inquiries and disputes.

REQUIRED ABILITIES

- Communication - Considerable ability to effectively communicate complex ideas and proposals. Ability to listen and understand information and ideas presented verbally or in writing.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Financial Management - 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 investigation to include a local and state criminal history, sex offender registry check, and a valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

PHYSICAL AND DEXTERITY 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 and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL HAZARDS

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.