



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
RECREATION PROGRAM SUPERVISOR
(RECREATION PROGRAM DIVISION)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the oversight and management of a community center which provides recreational programs, community and civic resources, meeting rooms and open access to recreation and leisure amenities. Reports to the Recreation Program Superintendent or Recreation Program Supervisor.

There are two (2) levels of Recreation Program Supervisor distinguished by the level of work performed and the qualifications of the employee

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 to include revenue collection, fundraising and 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 – Thorough knowledge of recreational programming and recreational facility operations and available resources of assigned areas to include professional recreational philosophies, principles and practices.
- Public Relations and Communications – Comprehensive 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 - Extensive 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

- 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 issues with tact and diplomacy and in a confidential manner.
- 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

Recreation Program Supervisor - Requires a Bachelor's Degree in Recreation, Leisure Studies, Therapeutic Recreation or a related field and 5-7 years experience in professional recreational programs with 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

Recreation Program Supervisor, Senior - Requires a Bachelor's Degree in Recreation, Leisure Studies, Therapeutic Recreation or a related field and 5-7 years progressively responsible experience in professional recreational programs with 3-4 years of 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.

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 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.