



East Haddam Parks & Recreation

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RECREATION PROGRAMS SUPERVISOR

GENERAL PURPOSE: Under general supervision, manages, coordinates and executes the comprehensive administrative and operational activities of the East Haddam Recreation Center including programs, special events and activities.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists in ensuring the delivery of high quality recreation programs and services to the community.
- Manages assigned instructors and activities to ensure the safe condition of the East Haddam Recreation Center and to meet community needs; provides leadership to assure that facilities and programs are coordinated in alignment with the Recreation Department's strategic objectives, State and Federal laws, and within allocated budget.
- Manages recreation programming and special event coordination and setup, delivery and cleanup; recommends additional programming and events to ensure program growth based on customer preference and trends.
- Meets regularly with Recreation Director to discuss and resolve workload and technical issues; reviews programming, instructors, participants and facility needs to assure the quality and timely accomplishment of assigned duties and responsibilities.
- Develops procedures, forms, guidelines, and training as needed; develops and maintains records, systems, and procedures, as well as written and oral reports and presentations.
- Monitors and reviews trends in public recreation operations and management issues, and recommends improvements in the recreation department programs.
- Works closely with the recreation department, community groups, sports and program participants to promote recreation department programs, coordinate operations and facilitates community participation.
- Responds to all requests for information; provides information to other recreation program managers and organizations; researches recreation issues, and recommends solutions.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

Bachelor's degree in Parks and Recreation Administration or a related field is required; two (2) years recreation programming experience with one (1) supervisory experience required recommended.

Required Licenses or Certifications:

- Must possess a valid Connecticut Driver's License.
- Must possess current CPR/AED/First Aid certification

Required Knowledge of:

- Principles and practices of recreation program and special event management.
- Operational characteristics, services and activities of recreation facility management.
- Federal and State safety laws and regulations.
- Providing a top notch customer service experience

Required Skill in:

- Promoting and enforcing safe work practices.
- Interpreting customer and facility needs and solving customer service and public relations issues.
- Assessing and prioritizing multiple tasks, projects, demands and events.
- Analyzing problems, providing alternatives, identifying solutions in support of established goals, projecting consequences of proposed actions and implementing best practices.
- Responding to emergencies and determining corrective actions using available resources.
- Establishing and maintaining cooperative and effective working relationships with instructors, participants, employees, departments, organizations, agencies, and the public.
- Operating and maintaining a computer utilizing a variety of business software and communications equipment.
- Effective, clear and concise communication, both verbally and in writing.

Physical Demands / Work Environment:

- Work is performed in an office environment; outdoors in all weather conditions; various park settings, gymnasium, and program room and is subject to sitting, standing, bending and reaching for extended periods of time; and must be able to safely pull, push, lift and carry items weighing up to forty (40) pounds.
- Must be able to work irregular hours including weekends, holidays and evenings.

Reviewed 12/2022