

CITY OF TUALATIN

Classification Description

Job Title: Center Supervisor
Department: Community Services
Reports To: Parks and Recreation Manager
FLSA Status: Non Exempt

SUMMARY: Responsible for the day-to-day operations of the assigned center, and the development, coordination, and supervision of all personnel, programs, and special activities that are related to the effective programming and operation of the center.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to the following. Other duties may be assigned.

Responsible for the recruitment, selection, supervision and evaluation of assigned staff and volunteers:

- Coordinates recruitment of volunteers with Volunteer Services Coordinator.
- Exercise full supervision over employees and volunteers.
- Assign work and ensure appropriate training is provided.
- Prepare and administer performance evaluations.
- Provide opportunity for developmental training and performance coaching to staff and volunteers.
- Recommend and administer disciplinary actions.

Markets and promotes center programs and services to the larger community; develops and maintains on-going market research and promotional strategy to generate interest in services; oversees and/or develops flyers, news releases, pamphlets, and brochures; conducts public speaking. Oversees the maintenance of Center webpages.

Provides staff support and information to boards, commissions, task forces, and other policy-making and advisory groups; represents the City and/or Departments on coalitions, boards, and advisory groups.

Develops written reports, including status reports, annual reports, policy recommendations, and other decision reports for advisory committees, City Council, and the public.

Plans, organizes, integrates and oversees recreation program development, implementation, administration, and evaluation:

- Oversee, carryout and evaluate results of recreation needs assessments. Identify, develop, recommend and implement Center program goals, objectives, curriculum and activities to meet those needs.
- Research new and innovative programs and trends and adapt and introduce programs to meet community needs.
- Determine program facility equipment and supply needs. Supervise and monitor the procurement, distribution, care, use and maintenance of facility, equipment and supplies. Maintain current supply and equipment inventories.
- Develop and implement program schedule, evaluate program effectiveness and determine and initiate, terminate, improve or expand.

- Develop, maintain and update a variety of financial, statistical and other center specific data, reports and records.
- Assist the Parks and Recreation Manager with long-range goals in the program area.

Oversee and monitor registration and fee collection process.

Maintain close contact with non-profit organizations, school officials, community groups and others regarding programs and services:

- Meet, partner and collaborate with community non-profit representatives to develop, provide and promote recreation programs.
- Receive, investigate and resolve participant, volunteer, staff, citizen, community group or community partner inquiries, concerns, complaints and problems.
- Assist the Parks and Recreation Manager in developing and administering contracts with partners, contractors, and vendors.

Plan, organize, coordinate, integrate and monitor the operations and activities of assigned Center programs:

- Implement and monitor the communication and enforcement of applicable Agency and site-specific policies, practices, procedures and rules related to site operations and use, including those related to safety, security and rental usage.
- Monitor facility and equipment upkeep; initiate prompt repair or preventative maintenance, and recommend capital improvement projects.

Participate in Center budget preparation and manage Center budget administration:

- Prepare cost estimates for budget recommendations.
- Submit justifications for budget items.
- Monitor and control expenditures.
- Identify, apply for, and manage government grants, private foundation grants, corporate sponsorships, and civic contributions, as well as in-kind contributions of materials and services.

Performs other duties as required by supervisor.

SUPERVISORY RESPONSIBILITIES: Supervises regular and temporary employees and/or volunteers engaged in development and implementation of recreational activities or facility operation. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS & ABILITY

Considerable knowledge of the principles, philosophy, methods, and laws/regulations of administration of a public, municipal recreation program. Considerable knowledge and understanding of a wide variety of activities which make up a comprehensive municipal recreation program, and of the needs of the community in respect to recreation. Knowledge of the principles of training and supervision. Strong knowledge of marketing recreation programs. Knowledge of programming for the older adult community highly desirable.

Ability to administer and direct the activities and personnel involved in a balanced recreation program. Ability to develop and monitor a budget and appropriate safety policies. Ability to analyze public recreation needs and to develop and implement programs to meet these needs. Ability to assign work and supervise personnel. Ability to maintain accurate records and reports. Ability to speak effectively in front of various groups. Ability to establish and maintain effective working relationships with the public and other employees. Must possess knowledge and practical usage of clear, concise writing skills.

EDUCATION and/or EXPERIENCE: A Bachelor's degree in Recreation Program Administration, Social Services, Sociology, or related field; four years of responsible experience in directing recreational activities, including two years of supervisory experience; or any satisfactory equivalent combination of experience and training sufficient to successfully perform the essential duties of the job such as those listed above.

PHYSICAL DEMANDS & WORK ENVIRONMENT The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate to loud.

CERTIFICATES, LICENSES, REGISTRATIONS Possession of, or the ability to secure possession of, a valid Oregon driver's license and CPR and First Aid certification. Specific assignments may require possession of, or the ability to secure, state certification for performing assigned duties.

Possession of, or ability to obtain, Certified Park and Recreation Professional (CPRP) certification preferred.