

CITY OF ANN ARBOR, MICHIGAN JOB DESCRIPTION

JOB TITLE: Recreation Supervisor

Job Number: 190201/190211/190221

Date Finalized: 3/30/2022

<p>Service Area: Community Services Service Unit: Parks and Recreation</p>	<p>Accountable To Parks and Receptions Services Deputy Manager</p>
<p>Mission Statement The City of Ann Arbor’s mission is to deliver exceptional services that sustain and enhance a vibrant, safe and diverse community.</p>	
<p>Role Summary To supervise the general operations of recreation facilities, parks, programs and services. To administer, plan, coordinate, staff, organize and monitor the activities of assigned facilities, parks, programs and services.</p>	
<p>Duties Incumbent performs under the general supervision of the Unit Manager or Deputy Manager and may be responsible for the following duties, listed in order of frequency and importance:</p> <p><u>Essential Duties</u></p> <ul style="list-style-type: none"> • Supervise staff and assist them with administrative, staffing and organizing needs. • Develop, recommend, implement, and monitor standard operating procedures and regulations for facility(ies), parks and/or programs. • Coordinate, compile and recommend site program, service, operation, maintenance and development plans and projects. • Able to manage, and operate a variety of recreation facilities, parks and programs. • Ensure proper tracking and analysis of facility operation performance management. • Keep manager apprised of operational progress through periodic reports. • Identify and respond to issues within service unit as directed. • Complete special projects to coordinate research, complete plans and reports, and provide support to meet service unit and service area priorities. • May be assigned to different facilities, if needed. <p><u>Related Work</u></p> <ul style="list-style-type: none"> • Coordinate with other service units and citizen organizations to optimize unit operations and public benefit. • Coordinate promotional efforts for service unit programs and services. • Address complaints from patrons and others. • Coordinate and implement orientation and training of permanent and seasonal employees. • Coordinate and manage seasonal employee discipline and grievance processes. • Conduct frequent site inspections to monitor activities such as proper data collection, cash-handling procedures, record keeping, maintenance, safety, and customer service. • Perform other duties as assigned. 	
<p>Knowledge of (position requirements at entry)</p> <ul style="list-style-type: none"> • Accounting principles, budget preparation practices, and analysis of data. 	

- Computers and software applications used in business settings (e.g. word processing, spreadsheets), and specialized recreation software (e. g. facility reservations, program reservations and asset management).
- Outstanding customer service principles.
- Operations of recreation facilities, specialized equipment and programming.
- Pertinent federal, state, county and city laws, codes, ordinances, standards and regulations.
- Basic contract laws and regulations.
- Basic organizational policies and procedures regarding contracts.
- Contemporary principles and practices of personnel management and supervision.

Skills and Ability to: (position requirements at entry)

- Work evenings and weekends
- Critically analyze operations, collaboratively design and institute improvements without disruption of existing operations.
- Provide both oral and written communication that is easily understood and direct in its content.
- Establish and maintain effective, respectful and productive working relationships.
- Set priorities while coordinating multiple projects and meeting critical deadlines.
- Critically analyze complex operation and performance issues and make recommendations for improvements in business programs and service delivery.
- Effectively apply appropriate policies, regulations, and procedures.
- Analyze pertinent data and provide meaningful reports pertaining to the operations of the work unit.
- Schedule and manage staff and work of assigned facilities.
- Train staff on work practices, policies and procedures.
- Manage the finances of assigned facilities.
- Assure proper maintenance of assigned facilities.
- Assure that staff and facilities operations meet all relevant health and safety standards.
- Plan, implement, market and monitor relevant programs, lessons and events.

Equipment

Computer, standard desktop office applications and miscellaneous office equipment. Specified work management and accounting software. The incumbent may be required to safely operate recreational facility related mechanical equipment such as, pool filtration systems, a zamboni, parks van and other pool and ice rink associated equipment.

Training and Experience (position requirements at entry)

Required:

- Bachelor's degree
- Experience supervising others: minimum two years experience
- Recreation facility management: minimum two years experience and/or
- Recreation program management: minimum two years experience
- The City of Ann Arbor, at its discretion, may consider an alternative combination of formal education and work experience

Preferred:

- Bachelor's degree in Parks and Recreations Management, Facilities Management, Recreation Management, Commercial Recreation, or related field.

Licensing Requirements (position requirements at entry)

- Current American Red Cross First Aid and CPR certifications.

- Other certifications may be required based on site specific responsibilities (i.e. – Certified Pool Operator, Lifeguarding, etc.

Assignments to some facilities may require the following:

- Valid Driver's License.
- Michigan Chauffeur License and Medical Card required by start of employment.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Positions in this class typically require driving, walking, standing, reaching, stooping, kneeling, grasping, feeling, talking, hearing, seeing and repetitive motions.

If assigned to the Canoe Liveries, position requires reaching, lifting, driving, paddling, stooping, bending, pushing, speaking, balancing, crawling, pulling. May be required to lift any carry up to 100 lbs.

Move and lift light objects less than 20 pounds such as mail, supplies and files. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

Incumbent may be exposed to hazardous materials (chemicals, blood and other bodily fluids, etc.) and outdoor weather extremes. Required to walk on uneven terrain.

The work often involves the ability to perform routine moderate lifting and carrying up to 25 lbs. including program supplies, tables and chairs.

Description Prepared By

D. Kerry Laycock & Matt Horning, November 2005 / HR Review RMM 1/12/06/ Revised Jeff Straw, Colin Smith/ HR Review- SS, AW 11/7/2013/ Union Approved-J.Black 1/15/14/ Revised Jeff Straw, Colin Smith/HR Review- SS, AW 4/1/14/ Union Approved-J.Black 4/3/14/Updated by Josh Landefeld/HR Review-AW, SS 3/1/2022; Reviewed by Legal-MR 3/11/2022/Union approved by M. Switzenberg 3/30/2022