

RECREATION SUPERVISOR

Definition

Under general supervision, the Recreation Supervisor coordinates and oversees assigned recreation programs, services, and facilities, supervises and evaluates staff, and provides administrative support while ensuring effective, efficient, and high-quality program and operational outcomes.

Example of Duties

Duties may include any combination of the following:

Provides effective customer service to the public; responds to public inquiries in person, over the phone and/or by e-mail; resolves complaints and issues in a professional and timely manner.

Recruits, selects, trains, schedules, supervises, and evaluates staff and volunteers; establishes performance expectations and implements corrective and disciplinary actions as needed.

Prepares, reviews, and approves payroll and related documentation for part-time staff.

Plans, organizes, implements, and evaluates a variety of recreation programs, which may include youth, teen, adult, senior, and specialized program areas; ensures programs meet community needs and established objectives.

Assists in the development and implementation of program goals, policies, and procedures; evaluates operations and recommends service delivery improvements.

Coordinates program logistics including scheduling, staffing, site preparation, and participant registration; ensures safe, clean, and appropriate program environments.

Develops and distributes promotional and marketing materials; prepares content for brochures, digital platforms, and other communication channels.

Monitors program participation, expenditures, and cost recovery; tracks budgets, analyzes financial performance, and makes recommendations to improve cost efficiency and revenue generation.

Recruits, coordinates, and evaluates contract instructors and service providers; monitors program quality and participant satisfaction.

Coordinates the use of recreation facilities, including scheduling, permitting, and preparation of agreements; ensures compliance with policies, procedures, and safety standards; processes payments and maintains related records.

Leads the planning, coordination, and implementation of community events and activities; collaborates with internal departments, community groups, and external partners.

Maintains and oversees accurate records and reports related to program participation, facility use, and operations; utilizes recreation management software, and other administrative systems.

Assists with department facilities general oversight, including upkeep, and identifying potential hazards or other safety concerns.

Provides administrative and operational support to management staff; participates in departmental planning efforts and special projects.

QUALIFICATION GUIDELINES

Knowledge of: Principles, objectives, and practices of municipal recreation programs and services, including youth, teen, adult, senior, and community-based activities; principles and practices of program planning, implementation, coordination, and evaluation; methods of effectively supervising, training, and evaluating part-time staff and volunteers; customer service principles and techniques, including responding to public inquiries and resolving conflicts; principles of facility management, scheduling, permitting, and safe usage of community facilities; budgeting, fiscal management, and cost recovery procedures relevant to recreation programs; marketing, publicity, and communication strategies for promoting programs, events, and services; applicable laws, regulations, and safety standards related to municipal recreation operations; and recordkeeping and use of recreation management software and other administrative tools.

Ability to: Plan, organize, implement, and evaluate recreation programs and special events; recruit, supervise, train, and evaluate part-time staff, contract instructors, and volunteers; provide excellent customer service and respond effectively to public inquiries and concerns; coordinate program logistics, including scheduling, site preparation, registration, and staffing; develop and maintain promotional materials and digital content for programs and services; monitor program participation, expenditures, and resource utilization; assist with budget tracking; ensure safe, clean, and accessible program sites and facilities; establish and maintain effective working relationships with staff, supervisors, community groups, and the public; adapt to changing program needs and manage multiple priorities effectively.

Minimum Qualifications

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain this required knowledge and abilities would be:

Education and Experience:

Education: Equivalent to graduation from high school and two years of college-level coursework in recreation or a related field.

Experience: Two years of experience in municipal recreation.

Licenses/Certificates: Possession of a valid Class C California Driver's License with a safe driving record is required and must be maintained as valid during the course of employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in a standard office environment and indoor and outdoor recreational facilities; travel to different locations; incumbents may be exposed to inclement weather conditions; work and/or walk on various types of surfaces, including slippery or uneven surfaces; incumbents may be required to work extended hours, including evenings and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office recreation facility setting; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information. Some program assignments may involve swimming, running, or other physical activities.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

In accordance with California Government Code Section 3100, incumbents are considered disaster service workers and must be available for call-back during major emergencies or disasters.

Approved by the Civil Service Board:

Approved by the City Council: