



TOWN OF HAY RIVER – POSITION DESCRIPTION

IDENTIFICATION

Position Title	
Recreation Programming Supervisor	
Position Number	Reports to
	Director of Recreation

PURPOSE

The Recreation Programming Supervisor is responsible for supervising and coordinating the delivery of recreation, leisure and sport programs and activities, including special events, in order to provide opportunities and encourage and promote a healthy lifestyle for all community residents.

SCOPE

The position of Recreation Programming Supervisor reports to the Director of Recreation. The incumbent supervises the customer service and recreation programming functions and staff of the Recreation Department. They manage staff scheduling and conduct performance management, recruitment requests, interviews, employee development and provide general leadership for recreation programming and customer service staff. The Recreation Programming Supervisor is responsible for recreation planning and develops short and long-term recreation plans and financial budgets to support them. The incumbent completes recreation needs assessments to determine what activities are needed/wanted and ensures proper implementation of the most appropriate programs to fit these needs.

The Recreation Programming Supervisor is accountable for managing the various functions of the customer service desk and is responsible for developing and managing procedures related to customer service, facility and program reservations and cashiering.

RESPONSIBILITIES

1. Plans for sport, recreation and leisure programs/activities ensuring a broad array of activities and events are available for all community members. This includes but is not limited to:
 - Plan recreation programs and special events;
 - Ensure a variety of sport, recreation and cultural programs are planned and implemented;
 - Assess the recreation requirements of the community;
 - Communicate with community members to determine their needs and interests;
 - Research recreation program funding, prepare funding/grant proposals and submit grant reports afterward;
 - Ensure recreation information is available;
 - Liaise with and support recreation, sports and leisure organizations across the community;
 - Partner with community organizations to organize special events; and
 - Evaluate the effectiveness of programs and identify areas where new programs are needed.

2. Oversee the delivery of sport and recreation programs to ensure that residents have access to quality, diverse programming. This includes but is not limited to:
 - Schedule activities, facilities and volunteers as required;
 - Oversee the development of the recreation programming schedule;
 - Liaise with the Facilities and Parks Supervisor to ensure programs and facilities are coordinated and any programming/event special requirements are met;
 - Coordinate the planning and supervision of the Summer Heat program and staff;
 - Recruit, train and oversee volunteers;
 - Provide leadership, training opportunities and volunteer recognition;
 - Assist with and facilitate local involvement in regional and territorial programs and competitions;
 - Maintain contact information for user groups and share with Finance Department representatives for billing purposes;
 - Order programming supplies and equipment;
 - Consults with the Finance Department representatives on proper processes to put in place for sale and reporting recreation programming; and
 - Ensures procedures and controls are in place for Customer Service Clerks.

3. Manages staff effectively. This includes but is not limited to:
 - Directly supervise the Recreation Programmer, Customer Service Clerks as well as casual and seasonal staff;
 - Communicate with Recreation Programmer and Customer Service Clerks to ensure programs and event information are clear and special requirements are met;
 - Undertake employee performance management, including annual goal setting/work-planning, annual performance appraisals, discipline as required in conjunction with the Human Resources Manager;
 - Provide regular feedback to subordinates as part of ongoing performance management of staff;
 - Ensure staff oversight in accordance with the Town of Hay River Collective Agreement;
 - Recruitment, hiring, training, management, scheduling and professional development of employees;
 - Attend Recreation Department meetings and provide regular updates to staff;
 - Ensure staff are appropriately trained, both to meet technical/operational needs and for personal/career development; and
 - Reaffirm the importance of safety in the workplace and build a culture of safety.

4. Administer recreation programming and maintain records/information on activities and facility usage
 - Prepare short and long-term recreation plans;
 - Prepare and oversee the recreation programming and customer service operational and capital budgets;
 - Ensure proper processes, tools and training are in place to manage facility bookings of recreation assets;
 - Manage contracts associated with recreation programs;
 - Create and distribute monthly and periodic recreation programming reports;
 - Distribute information about regional and territorial participation and competitions;
 - Record information on and prepare reports concerning costs, numbers of participants, equipment/facility use, etc.; and
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 - Ensure that all programs and activities are implemented according to relevant legislation, policies and procedures.
5. Perform other related duties as required.

COMPETENCIES

Competencies are the attitudes, attributes, behaviour or other personal characteristics that are needed in order to perform a job well. Competencies are intended to complement the credentials, education and technical proficiency that an individual typically brings to a position. The Town will support staff in enhancing their competencies and learning to apply competencies to their daily work.

The following core competencies are expected of all employees of the Town.

Organizational Awareness – understands big picture of issues facing the Town and community; aware of community events and occurrences; values the place of the Town within the community, understands the connection between his/her role and the vision and mission of the Town.

Customer Service – balances the interests of clients; re-adjusts priorities to respond to pressing and changing client needs. Anticipates and meets the needs of clients; achieves quality end products; committed to continuous improvement of services; ambassador for the Town to customers and clients.

Manage Resources Wisely – recognizes the value of resources - whether they are financial, human, information, material, assets, etc. – and strives to use these prudently and sustainably, in the best interests of the Town.

Interpersonal Skills – considers and responds appropriately to the needs, feelings and capabilities of different people in different situations; tactful, compassionate and sensitive; treats others with respect.

Oral Communication – makes clear and convincing points to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication.

Written Communication – expresses facts and ideas in writing in a clear and organized manner.

Problem Solving – identifies and analyzes problems; distinguishes between relevant and irrelevant information to make informed decisions; provides solutions to individual and organizational problems.

Continual Learning - grasps new information; recognizes own strengths and weaknesses; pursues self-development, seeks feedback from others and welcomes opportunities to learn new things.

Flexibility – open to change and new information; adapts behavior and work methods in response to new information; adjusts to new situations warranting attention and resolution.

Sound Decision-making – exercises good judgment in making decisions; seeks all the information to make informed decisions; perceives the impact and implication of decisions, even when data is limited, or solutions produce unpleasant consequences.

KNOWLEDGE and SKILLS

The following knowledge and skills are required for an individual to be able to perform the duties of this position:

- Recreation, sport and leisure program administration, management and delivery.
- Recreation, sport and leisure program evaluation.
- Coaching theory and practice.
- Volunteer training, development and recognition.
- Events coordination and planning.
- An understanding of northern cultural activities and traditional sports/games.
- An understanding of relevant legislation, policies, procedures and rule.
- An understanding of the northern cultural and political environment.
- Knowledge of emergency procedures, First Aid and CPR.
- Team leadership and management skills.
- Financial management skills.
- Organizational skills.
- Effective written communications skills including the ability to prepare reports.
- Research and program development skills.
- Stress management skills.
- Time management skills.

QUALIFICATIONS

The Recreation Programming Supervisor would normally attain the required knowledge, skills and attitudes through completion of a diploma or degree in recreation management, health and/or fitness, combined with related recreation programming experience. Equivalencies will be considered.

WORKING CONDITIONS

Physical Demands

The Recreation Programmer is expected to supervise, oversee and monitor recreational, leisure and sporting events including often strenuous physical activities, in all weather conditions. The incumbent will be expected to lift, carry and manage equipment and supplies, and participate in and train others in the rules of sport. The incumbent may have to work odd or long hours at a time to complete special requests or projects or to participate in or coordinate evening and off-hour activities.

Environmental Conditions

The Recreation Programmer may work in a number of facilities and outdoor locations and may have to manage a number of people and projects at one time. He/she may be interrupted frequently to meet the needs and requests of residents. The Recreation Programmer may find the environments to be busy, noisy and will need excellent organizational, time and stress management skills to complete the required tasks. The Recreation Programmer must be prepared to deal with injuries and accidents as a result of recreational and sport events.

Sensory Demands

Sensory demands may include reading and use of the computer which may cause eye strain and occasional headaches. The situations and programs may be noisy and busy, making it difficult to concentrate.

Mental Demands

Sport, recreation and leisure activities are very important to residents within the community. The Recreation Programmer will have to manage a number of requests and projects at one time, while working to ensure volunteer and other supports to deliver programming and events. The incumbent must be aware of all recreation programs in the community and any/all relevant legislation, policies and procedures. The incumbent may have to multi-task, complete a number of tasks and responsibilities at one time, and must be prepared to deal with emergencies and stressful situations at any time.

ADDITIONAL REQUIREMENTS

Position Security (✓ check one)

- No criminal records check required
- Position of Trust – criminal records check required**
- Highly sensitive position – requires verification of identity and a criminal records check

CERTIFICATION

Position Title: Recreation Programming Supervisor

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p><i>“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.”</i></p>	