

Job Title: Recreation Program Manager

Department: Recreation Department

Reports To: Director of Recreation

Supervisory Responsibilities: Supervise part-time, seasonal program or service staff

Classification: Full-time, Exempt

Job Level: Manager

Work Environment: Work is usually performed in a normal office setting but may involve frequent traveling to various sites in the Township. Position may include work related duties on weeknights and weekends.

Summary

The Recreation Program Manager is responsible for the overall success of the programs and services that are overseen. Duties include development, implementation, administration, supervision, and evaluation of assigned programs, activities, and services.

Essential Functions

- Assist Director and Assistant Director of Recreation in delivery of department services through new and continued development of recreational programs. This includes an emphasis on Adult and Senior Programming.
- Supervise contracted, part-time and volunteer program and Activity Center staff; interview, recommend pay, assign tasks, discipline; schedule, provide orientation and training, provide follow up to ensure effective delivery of programs and services, resolve problems. Assist with employee recruitment for specialty positions.
- Provide comprehensive recreational opportunities; i.e. enrichment, sport, educational and single day community opportunities for Township residents; assess and evaluate effectiveness of service and future program needs through use of surveys, group meetings and interaction with program participants; plan and organize programs, i.e., determine availability of facilities, recommend and refine program policies and procedures, identify and schedule staff, determine costs, develop program schedules, inventory and order program supplies, review safety issues and provide information to advertise programs.
- Monitor program implementation and delivery to ensure objectives and goals of program are met; resolve problems or conflicts with staff, scheduling, facilities, participants; follow up on reports of accidents or incidents; evaluate program success through use of evaluation forms and informal feedback; maintain program records.

- Oversee the Activities Center (AC) daily operational procedures. This includes oversight of AC staff, public skate sessions, and private rentals within this facility.
- Facility rental management includes on-site meetings with renters (athletic fields and AC) as needed, ensuring rental standards are met prior to and after a rental, communicating field conditions/facility issues with renters, and assist with after-hour on-call.
- Assist staff with ensuring rental agreements are staffed if necessary and facilitate permits in the absence of customer service specialist.
- Assist staff with attending Township youth sport organizational meetings, and communicate youth sport group expectations to both the Director of Recreation and the Youth Sport Groups.
- Assist program managers with the planning, execution, and substitution for department programs.
- Provide recommendations for operating budget to Director of Recreation for general programming administration areas, and AC administration areas; ensure proper control of expenditures and efficient use of materials, equipment, and labor; recommend the purchase of materials and supplies; assess programs and activities for cost efficiency and effectiveness.
- Promote programming and activities by recommending written material, social media content, and working with communication staff on promotional initiatives.
- Respond to inquiries and complaints from the public; follow up with Director of Recreation as to appropriate course of action; meet with representatives of the public, Township, and agencies to discuss problems or questions regarding programs, projects or activities.
- Provide assistance to Management-level staff during leave time.
- Assist with frontline employees with job related duties as needed.

Related Functions

- Attend professional classes and seminars to keep abreast of developments or professional trends in recreation.

Physical Requirements

- Must be able to communicate effectively, listen attentively, and visually perceive information necessary to perform job duties.
- Ability to maintain a valid PA driver's license and drive a vehicle.

Competencies

- Comprehensive knowledge of Township policies, procedures, relevant state and federal laws and regulations, and Township ordinances related to applicable recreation programs.

- Thorough knowledge of management practices, including supervision, personnel development/training, budgeting, and administration of programs.
- Basic knowledge of computer applications for the department.
- Thorough knowledge of safety practices and procedures for recreational programs.

Skills

- Comprehension of computer applications.

Abilities

- Ability to apply management and supervisory principles to solve practical, everyday problems.
- Ability to evaluate programs and services, make recommendations to the Recreation Director and follow through with a plan of actions.
- Ability to effectively resolve complaints through proper investigation, mediation and/or action to correct problem.
- Ability to work with abstract ideas and visualize possible applications in planning for future programming or services.
- Ability to speak clearly, and effectively to the public and program participants.

Required Education and Experience

- Position requires at a minimum an Undergraduate degree in Recreation Management, Park Management, Leisure Studies, or a related field or 3 years' experience in a related field. An example of acceptable qualifications for this classification is a combination of education, experience and job training which indicates possession of the skills, knowledge and abilities listed above.
- Must have a Certified Parks and Recreation Professional certification, or must be required within 2 years of employment.
- Must have CPR/AED Certification or to obtain within 6 months of hire date.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.