

# **Job Description**

## **SUPERINTENDENT OF RECREATION & COMMUNITY SERVICES**

### **DEFINITION**

Under direction of the Director of Recreation, assists in the efficient management and administration of the Recreation Department and the Community Center. Performs advanced professional and administrative work requiring management, supervisory and analytical skills as well as knowledge of recreation programs, facilities and operations. Provides direct supervision of the Department's Recreation Supervisors (Facility and Program), their individual Recreation Divisions and Department Facilities. Works with Director to establish best practices for the creation, implementation and delivery of recreation programming and contract services. Evaluates department delivery of programs and services upon outcome-based performance to provide quality customer service, community programs and services and to achieve high levels of customer satisfaction and community engagement.

### **REPRESENTATIVE DUTIES & ESSENTIAL FUNCTIONS**

- Assists Director in supervision and administrative control over the organization, staffing, and operation of the Recreation Department and Community Center.
- Engages in strategic thinking to develop and implement goals, objectives, priorities and policies that will foster life long learning and human development, health and wellness, arts and culture, outdoor recreation and environmental stewardship; recommends and implements resulting policies, protocols and procedures.
- Provides staff assistance to the Director of Recreation; provides interdepartmental support on various projects including capital projects, park development, and facility management; conducts a variety of studies and investigations; develops and recommends modifications to recreation programs, facilities, policies, and procedures as appropriate. Provides reports on facility usage and trends as required.
- Conducts and supervises wide variety of special projects including policy analysis and development, program and facility development and customer service enhancement.
- Prepares a variety of regular and special reports and records on operations and activities related to the Recreation Department; develops professional service contracts, requests for qualification and proposal and completes grant applications and proposals.
- Responds to and resolves citizen inquiries and complaints and controversial issues. Continuously monitors and evaluates the needs and interests of the community.
- Represents the Department and the Director on various occasions and serves on a variety of internal and external committees. Acts in the absence of the Director.
- Provides supervision and direction to the following units:

#### ***Recreation and Community Services:***

- Assumes day-to-day responsibility for supervision and administrative support of the Recreation Department's Program and Facility Supervisors; supervisory and administrative support of the Department and Community Center programs and services

including early childhood, youth, teens and senior programs, youth and adult sports groups, arts and culture programs, aquatics and fitness programs and facility management, special events, hospitality and facility rentals.

- Ensures that programs and services offered are responsive to the community, adult and youth citizenry, and citizens with "special needs"; assists staff in evaluating needed programs, services and in establishing appropriate fees and charges; ensures that the Department continues to develop public/private partnerships as its "program and service delivery model"; stays abreast of trends and innovations in arts and recreation field.
- Monitors and evaluates efficiency and effectiveness of programs, services and delivery methods; identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements; determine and continually evaluate quality and high level of Customer Services, which includes evaluating and responding to customer and staff suggestions for improved and additional services, and customer and staff complaints.
- Assists Recreation Director in development and implementation of performance based measurements for evaluation of the Department offerings, facilities and staffing.
- Participates in the preparation, development and administration of the department's annual budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends adjustments as necessary.
- Monitors the Department's Recreation Management Software System and training modules for all divisions of the system; works closely with the city's Technology Specialist and system developers to keep operation functioning efficiently; continually evaluates the management software systems capabilities, staying abreast of current and new trends in the industry. Oversees the operational transition of the Recreation Department into a new recreation management software system in the near future.
- Directs, coordinates, and reviews the work plan for recreation staff; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
- Assists Director when needed as liaison to City Council and citizen advisory bodies appointed by the Council including Parks and Recreation and Arts Commissions and community coalition "*Mill Valley AWARE*"; prepares and presents staff reports and other necessary presentations and correspondence; serves as liaison for the Recreation Department with other divisions, departments, community organizations, and outside agencies; attends meetings and provides information; attends and participates in professional group meetings.
- Develop community knowledge and build partnerships and coalitions that will identify the Department as a community focal point; participates in public relations and outreach campaigns by working with and providing outreach to schools, non-profit organizations, businesses, citizens and community groups; participates in citywide special events.
- Coordinate the development of grants, partnerships, sponsorships, gifts, donations and other fundraising to fund programs and services.

***Community Center Administration:***

- Works closely with the Facility and Aquatics & Fitness Supervisor and Program Supervisors to ensure the smooth operation of the Mill Valley Community Center;

responds to staff concerns and patron needs to keep the policies and operation of the community centers up to date and customer friendly in a rapidly changing industry.

- Promotes and coordinates the activities and operations of the Community Center; works with staff, community organizations and surrounding community to ensure the programs, services and operation of the community center complex is meeting needs; oversees use and scheduling of facilities for optimum utilization of programming spaces, revenue generation and cost recovery.
- Monitors the maintenance procedures for the Community Center facility, which includes the Community Center (Building A), the Aquatics and Fitness Center (Building B) and other arts and recreation facilities in the City.
- Interacts with and monitors department staff and customers to determine facility needs regarding facility based programs, equipment needs, maintenance procedures, janitorial service and space usage. Requisitions supplies and equipment.
- Selects, trains, motivates, and evaluates assigned personnel; supervises and monitors supervisory and part-time staff and the development of training modules and Department and Community Center protocols and procedures; provides and coordinates staff training; supervises work projects and assignments; works with employees to correct deficiencies; implements discipline and termination procedures.
- Assists Director in organizing and conducting staff meetings, retreats and in-services; participates in recruitment and interviews (when appropriate) and makes recommendations for the selection of employees.
- Develop public relations materials and develop strategic alliances with media for the marketing of programs and promotion of recreation benefits; oversee the production of program event and marketing materials including news releases, flyers, schedules, brochures, banners, photos, videos and department advertising in print and online.
- Assumes management responsibility over Community Center shelter in case of disaster.

### ***QUALIFICATIONS***

#### **Knowledge of:**

- Operational characteristics, services, and activities of municipal recreation and community service programming.
- Theories, principles, operational practices and trends of public recreation program development and administration to meet the current and future needs of the community, including laws, regulations, and safety measures used in the operation of community centers and recreational programming.
- Marketing theories, principles and practices and their application to the arts and recreation industry.
- Principles of public administration.
- Customer service skills and techniques.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Principles and practices of municipal budget preparation and administration.
- Recreation management softwares with desired CLASS system administrator expertise.
- Principles of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations.

- General building maintenance, first aid and necessary safety policies precautions.

**Skills and Ability to:**

- Communicate effectively, clearly and concisely, both orally and in writing, internally within the organization and externally to those outside the organization.
- Oversee and participate in the management of a comprehensive recreation program. Develop and execute a well-rounded range of recreation activities utilizing existing and potential resources and working with and supervising a variety of individuals.
- Motivate quality work performance and create a collaborative and creative team environment, high morale and high functioning staff. Supervise, direct, and coordinate the work of lower level staff. Select, supervise, mentor, and evaluate staff.
- Make decisions recognizing established precedents and practices while exploring new possibilities and new ways of doing things.
- Problem solve creatively, think "out of the box" and multi-task well.
- Participate in the development and administration of division goals, objectives, and procedures. Conduct studies, analyze data, and draw sound conclusions.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare clear and concise reports. Prepare and administer program budgets.
- Manage programs and services. Utilize and maximize available resources to meet recreation program and service goals.
- Work cooperatively with representatives of other agencies, local organizations and the public. Establish and maintain effective working relationships.
- Elicit community and organizational support for recreation programs. Respond to requests and inquiries from the general public. Exercise tact and deal effectively with officials and representatives of other jurisdictions, departments and the general public.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.

***MINIMUM QUALIFICATIONS***

**Education/Training:** A Bachelor's degree from an accredited college or university with major course work in recreation administration, business administration, public administration or a related field; extensive management and administrative experience in Arts, Parks and Recreation, local government or related field including considerable supervisory experience; or any equivalent combination of acceptable education and experience providing the knowledge, skills and abilities cited above.

**Experience:** Five years of progressive responsible recreation program administrative experience including senior management and supervisory responsibility. At least three years experience involved in the direct supervision of recreation program development and delivery.

**License or Certificate:** Possession of, or ability to obtain, an appropriate, valid driver's license. CPR and First Aid certifications are highly desirable. Desired certifications as a Certified Pool/Spa Operator (CPO) or Aquatics Facilities Operator (APO) in California.