

TOWN OF COMOX – RECREATION SUPERVISOR JOB DESCRIPTION

NATURE AND SCOPE OF WORK

The Recreation Supervisor is responsible for a variety of supervisory and administrative work in the planning, development, coordinating, and evaluating of recreation service activities to meet the needs of the community. The work involves supervising and managing recreation programs, services and special events, liaising with a variety of internal and external stakeholders and recreation service contract providers. The Recreation Supervisor directs and supervises reception services through the Clerk 3 Reception Supervisor.

REPORTING RELATIONSHIPS

Direct reports to the Recreation Supervisor are:

- Recreation Programmers (2, FT)
- Childminders (2, PT, seasonal)
- Hands-on-Farm Supervisor - Summer
- Clerk 3 Reception Supervisor

TYPICAL DUTIES AND RESPONSIBILITIES

- Supervises, manages, and evaluates a variety of recreation program services and special events to meet community needs.
- Supervises reception services to deliver outstanding customer service.
- Works with ActiveNet recreation software to troubleshoot, implement new features and provide customer and working efficiencies
- Responsible for assisting development and administration of Recreation Department program budgets, contracts and minor capital projects and assisting in developing annual and long term operational and capital budgets.
- Manages staff including recruiting, hiring, supervising, developing, scheduling, mentoring, training, staff communication, disciplining, evaluation and other human resource and management functions.
- Assists with the development and implementation of marketing and promotion strategies for all Recreation Department services.
- Authorizing timesheets, liaising with Payroll, and creating best practices and staff communication.
- Apply for and manage wage, program, equipment, and special event grants.
- Promotes exceptional customer service.
- Assists in developing, implementing, and evaluating short- and long-term plans for the delivery of Recreation Department services.
- Develops and implements Recreation Department policies and procedures.
- Oversees the operation of the seasonal Hands-on-Farm.
- Purchases equipment as provided in budget; maintains equipment inventory; and ensures the ongoing maintenance of equipment.

- Ensures the safety and security of staff, public, facilities by following appropriate workplace safety and general risk management regulations, policies and procedures. Directs the implementation of emergency procedures as appropriate.
- Attends administrative, staff and public meetings and makes presentations as required.
- Prepares reports, memos, emails and other correspondence to a wide range of internal and external customers.
- Assumes the duties of the Recreation Director in their absence.
- Performs backup functions and other related duties as assigned or required from time to time.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- A degree or received a diploma from a recognized institution in recreation or related discipline along with 3 to 5 years of progressive supervisory or management experience in a union environment or a combination of related education, training and experience.
- Valid Class 5 driver's license.
- Valid First Aid Level 1 with CPR C and AED certification
- Knowledge of the broad recreational needs, interests and resources of the area served and the principles, practices, and objectives of community recreation services.
- A working knowledge of the MS Office suite of programs
- Experience with recreation software; ActiveNet preferred.
- Experience with Dayforce payroll software or equivalent
- Experience in staff supervision, management, and evaluation.
- Strong interpersonal, communication, presentation, public relations, negotiation, problem solving, decision making, leadership and general management skills.
- Ability to comprehend detailed instructions orally and in writing and implement company policies and procedures.
- Ability to establish and maintain effective relationships with a variety of groups, businesses, and customers.
- High level of sound and independent judgement and reasoning.
- Able to deal with people in a sensitive, tactful, diplomatic, and professional manner at all times.
- Ability to complete accurate records and reports.
- Ability to work well as a member of a team and independently.
- Ability to successfully pass a Criminal Record Check
- Good sense of humour