

City of South San Francisco
Human Resources Department

Recreation and Community Services Supervisor
Class Description

Definition

Under general direction, performs responsible professional and technical work in promoting, organizing, and managing a comprehensive recreation and community services program, in such areas as: cultural arts, adult and youth sports, aquatics, facility operations and rentals, classes and special events, senior services, adult daycare, and childcare; and does related work as assigned.

Distinguishing Characteristics

This multi-position classification performs work in several functional areas and is distinguished by its core responsibility for supervising programs and activities within the recreation division, including supervising regular and hourly employees. Depending upon assignment, work is performed under general direction and incumbents may provide support for inter-divisional programs and functions.

Typical and Important Duties

1. Plans, organizes, supervises, evaluates, and administers one or more comprehensive recreation and community services programs.
2. Develops and implements goals, objectives, and priorities consistent with departmental and City policies.
3. Maintains highest standards of customer service.
4. Provides input on policy matters.
5. Recruits, selects, trains, and supervises program staff, including conducting employee evaluations and recommending disciplinary actions.
6. Prepares and administers the program budget and monitors expenditures.
7. Meets with individuals, community groups, school officials, and others to ensure that facilities, programs, and activities are meeting the changing needs of the community.
8. Responds to inquiries or requests for service from interested community groups and individuals.
9. Inspects and evaluates the adequacy of facilities and prepares recommendations for improvements.
10. Reviews and evaluates programs, program content, and service techniques.
11. Recommends changes in program staffing, objectives, policies, and procedures to ensure maximum effectiveness and efficiency.
12. Supervises and participates in the design, preparation, and distribution of publicity including press releases, brochures, pamphlets, flyers, and printed schedules.
13. Supervises the requisitioning and inventory of necessary materials, supplies, and equipment, and follows through on purchases.
14. Negotiates and manages contracts for a variety of special services.
15. Researches and prepares studies, reports, and memorandum on related subjects.

16. Assists in the preparation and administration of applicable federal, state, and county special project grants.
17. Researches and submits additional funding proposals for specialized programs.
18. Works with the community and other City departments and divisions on matters relating to park and recreation facility design and development.
19. Oversees and coordinates building and grounds maintenance services for specific sites.
20. Oversees the collection and recording of applicable program revenues.
21. Utilizes computers for word processing, spreadsheets, database management, and specialized recreation software.
22. Attends commission meetings, as assigned.
23. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Recreation, cultural, human services, and social needs of the community.
- Modern theories, techniques, and methods for planning and implementing a variety of recreation and human services programs through community participation.
- Principles and practices of program administration, including budgeting, purchasing, and personnel management.
- Principles of supervision, training, and employee development.
- Principles and practices of public administration and human resources as applied to function, including basic employee-relations concepts.
- Design elements and concepts for developing and maintaining related facilities.
- Safety and first aid methods.
- Computer systems and their associated applications.

Ability to:

- Develop and implement programs suited to the needs of the community.
- Interpret and explain applicable City and departmental policies and procedures.
- Supervise, train, and evaluate staff.
- Develop, present, and administer a budget for the assigned program area.
- Acquire a thorough knowledge of applicable City policies and department procedures and apply that knowledge.
- Analyze, interpret, apply, and explain city and departmental policies, procedures, and regulations.
- Effectively supervise and direct the work of staff.
- Prepare complex reports and analyses; prepare clear, concise, and complete written reports.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment with established policy and procedural guidelines.

- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures and modeling correct City safety practices and procedures; enforce adherence to safety policies and procedures; identify, correct, and report safety hazards.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer and associated applications.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of progressively more responsible supervisory experience in the delivery of recreation, leisure, or human services. Depending upon assignment, specialized training in the particular program area may be required.

Training:

A bachelor's degree from an accredited college or university with major coursework in recreation, education, public administration, or a related field.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or the ability to obtain, an appropriate, valid California driver's license and a satisfactory driving record.
- Possession of such licenses or certificates as may be required for the particular position.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and

speech to communicate in person, over the telephone, and to make public presentations; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Mobility to work in a typical office and/or field setting.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

Additional Information:

- Approved: October 1993
- Revised Date: August 1997, March 2001, June 2003
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/exempt
- Job Code: M295