

RECREATION PROGRAM MANAGER (SENIOR SERVICES)

FLSA Status – Exempt
EEO Code – B/Professionals
Class Code – M260

GENERAL DESCRIPTION OF DUTIES

This position is responsible for managing recreational and educational programs and services to meet the changing needs of seniors in the community. The Recreation Program Manager (Senior Services) supervises staff and volunteers in providing programs and services and is responsible for overseeing the day-to-day operation of the Senior Center facility. This position participates as a key member of the Parks and Recreation Department Management Team to define and execute the Department's mission. The Recreation Program Manager is distinguished from the Recreation Program Supervisor because of the wide diversity of work situations, the high degree of complexity, and the responsibility for setting broad policies and objectives.

SUPERVISION RECEIVED

This position receives general supervision and direction from the Parks and Recreation Department Director.

SUPERVISION EXERCISED

This position provides direct supervision to paid staff and volunteers. For paid staff, this includes planning, assigning and reviewing work, effectively recommending hiring and other personnel actions, evaluating performance, taking disciplinary action, and resolving conflicts.

ESSENTIAL JOB FUNCTIONS

The duties and responsibilities listed should not be construed to be all inclusive. The essential job duties will include other responsibilities as required.

1. Develops and implements programs, activities, special events, trips and tours for seniors in the community.
2. Manages and supervises the day-to-day operation of the Senior Center facility, which includes scheduling rentals, room usage; and contracts for custodial services, nutrition services, facility maintenance, and other vendor provided services
3. Supervises staff and volunteers. For paid staff, this includes training, assigning and reviewing work, evaluating performance, counseling, resolving conflicts, effectively recommending various personnel actions, and administering discipline.
4. Develops a public relations strategy for Senior Center programs and services; designs and develops promotional materials, announcements, and correspondence; coordinates and reviews all communications regarding Senior Center programs and services.

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5. Develops program and service goals, develops operational plans and budgets to achieve these goals; and administers the Senior Center budget.
6. Serves as advocate for senior issues that affect the community and counsels with seniors or other agencies regarding senior issues.
7. Develops and implements fundraising activities and events to support Senior Center operations.
8. Represents the City regarding senior issues by participating in community organizations, various committees, and boards.
9. Serves as staff to the Senior Advisory Board.
10. Responsible for receiving cash payments and checks, and for making deposits.
11. Participates as a member of the Department's management team.
12. Complies with federal, state, and City laws, rules and regulations regarding employment.

OTHER JOB FUNCTIONS

Responds to emergency situations at the Senior Center.

Maintains proficiency by attending conferences and seminars, and meeting with other agencies that serve seniors.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Recreation and educational programs for seniors;
- Aging issues and resources for seniors within the community;
- Public relations strategies and program marketing techniques;
- Principles and practices of program and facility management;
- Principles and practices of effective supervision;
- Contracting and contract administration;
- Principles and practices of fund raising;
- Knowledge of desk top publishing and graphics programs; and
- Knowledge of government budgeting and financial management.

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Skill in:

- Supervising paid staff and volunteers;
- Communicating effectively with diverse populations;
- Planning, implementing and evaluating programs and services;
- Collaborating with other members of the management team and other agencies providing services to seniors; and
- Using a personal computer.

Ability to:

- Organize events;
- Develop policies and procedures;
- Work independently;
- Maintain confidentiality as appropriate; and
- Write articles and brochures.

EXPERIENCE AND TRAINING REQUIREMENTS

Any combination of experience and training which demonstrates the knowledge, skills and abilities to perform essential job functions is qualifying. A typical way to qualify includes a Bachelor's degree in parks and recreation management, college coursework in Gerontology or Human Development, and five years experience in program and personnel supervision, with experience in facility management.

SPECIAL REQUIREMENTS/LICENSES

Certification in First Aid and CPR.

PHYSICAL AND MENTAL REQUIREMENTS

While performing the duties of this position, the employee is required to make decisions, use interpersonal skills, engage in teamwork and customer service, use creativity, be fluent in English, provide training and supervision, analyze problems, use discretion, and use independent judgment to take independent action. Standing, walking, stooping, talking, repetitive motions of hands/wrists, repetitive motion of feet, sitting, bending, grasping, and hearing is frequently required. The ability to push and carry 10 pounds, lift and carry 40 pounds is required. Reasonable accommodation will be made to meet the needs of otherwise qualified individuals with a disability and known limitations.

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WORKING CONDITIONS

The majority of the work is at the Senior Center and the noise level is typical of an indoor office environment. Ensuring the safety of others, overnight travel, substantial overtime, evening meetings, and on-call work is required.

Approved By _____ Date _____
(Department Director)

Adopted By _____ Date _____
(City Manager)

Established: 12/99
Revised: 05/01