



## PROGRAM AND FACILITIES COORDINATOR

Salary Range: G/121 (non-exempt)

---

### **DEFINITION**

The Program and Facilities Coordinator supports all functions of the Parks and Recreation Department, including Recreation programming, facility programming, administration, parks maintenance, and parks and recreation management, planning, and promotion. Under administrative direction, the Program and Facilities Coordinator supports staff in the successful delivery of quality and affordable multi-purpose, year-round, indoor, and outdoor recreation facilities and programming accessible to all residents and visitors.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Parks and Recreation Director and indirect supervision from the Parks Manager and/or Recreation Supervisor(s).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Duties include but are not limited to:

- Coordinate, promote, implement, and evaluate new and on-going youth and adult programs, special events, and recreation activities for various age groups.
- Coordinate with Parks Maintenance and other Town departments as needed for the effective and safe delivery of recreation programs, activities, and events at Town-owned/managed facilities.
- Maintain close contact with school officials and community groups regarding program offerings and coordination of services.
- Maintain records and develop reports concerning new or ongoing programs and program effectiveness; maintain records for registrations and fees collected.
- Provide exceptional customer service at the front counter, in person, on the phone, and via email to both internal and external customers; provide routine information on departmental policies and procedures as appropriate; provide back-up administrative support for tasks including but not limited to, mail; call-routing; ordering supplies; servicing copy machines.
- Develop, maintain, and update the Parks and Recreation Programs and Facilities Manual.
- Create and file reservations and update programming, facility and waiver binders; manage Parks and Recreation shared outlook calendars.
- Assist with the processing of special event permits.
- Administer cash and posting of receipts in Caselle for recreation activity products, facility reservations and operations, and special event permit fees.
- Administer and maintain the web-based reservation system (ActiveNet) and assist guests in reserving and paying for recreation products, facilities, and equipment.

- Administer and maintain department website, the online and signature pad activity and facility waivers, the customer database, and reservations for Measure R and applicable traffic control equipment.
- Update and provide training for point of sale systems as necessary.
- Assist with oversight and implementation of the department's communication plan: prepare and distribute program flyers and event publicity; administer survey creation, collection, completion, and reporting; produce and distribute weekly department updates.
- Participate in the preparation of departmental goals and objectives and annual work programs and evaluates progress toward accomplishment of assigned objectives.
- Ensure compliance with health, safety, and occupational standards; enforce departmentally-established rules and regulations.
- Perform related duties as assigned.

### **QUALIFICATIONS**

#### Knowledge of:

- Procedures and practices for developing, coordinating, and implementing recreational related activities and programs.
- Web-based registration software, point of sale systems, and other recreation-related software.
- Customer service best practice.
- Modern office practices, procedures, methods, and equipment.
- Occupational hazards and standard safety precautions.
- English usage, spelling, grammar, and punctuation.

#### Ability to:

- Coordinate, organize, implement, and promote recreation and leisure-time activities and specialized events.
- Interact with the public in a courteous, professional and friendly manner.
- Plan, organize, and schedule work tasks.
- Interpret and explain Town policies and procedures.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Understand and carry out oral and written directions in accordance with established timelines.
- Operate and use modern office equipment.
- Compile and maintain records; prepare routine reports.

- Work independently in the absence of supervision.
- Operate programs within allocated budget.
- Work an irregular schedule including nights, weekends, and holidays when necessary.
- React with good judgment and follow Town procedures in emergency situations.
- Be present and available for work.

Experience and Training:

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

Education:

A High School Diploma or GED is required. A college degree in parks and recreation administration, public administration, child development, or a related field is highly preferred. Experience may be substituted for education.

Experience:

Two years of program and/or facility administration and/or coordination is required.

Licenses:

- Must have (or receive within state required time frame) a valid State of California Class C Driver’s License with an acceptable driving record and pass an appropriate background check prior to the hire date.
- Must have or acquire within 12 months of hire: Class B driver’s license with passenger endorsement; current cardiopulmonary resuscitation (CPR) certificate; and, basic first aid certificate.
- With the option to obtain Certified Park and Recreation Professional (CPRP) Certification.

**TOOLS AND EQUIPMENT USED**

Personal computer, including word processing and recreation software, telephone, calculator, copy machine, fax machine, and mobile radio, automobile. Recreation equipment is also used regularly.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to use hands to finger, handle, grasp, squeeze, or feel in order to operate or manipulate objects, tools, or controls, and this will also regularly involve repetitive arm and wrist use. The employee will occasionally be required to reach above and below shoulders to reach with hands and arms and is frequently required to stand, walk, talk, hear, and smell. Sitting, walking or standing may be required for up to eight (8) hours a day. The employee is occasionally required to bend, twist, balance, stoop, kneel, crouch/squat or

crawl. Occasional operation of motor vehicles and foot pedals is required. Walking on uneven surfaces is occasionally required and climbing stairs/ladders as well as walking on even surfaces is occasionally required.

The employee is required to occasionally lift and/or pull or push up to 20 pounds, and occasionally lift and/or push or pull up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in writing, orally, or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions. Ability to relate to others and participate in team or group activities, advise, counsel, influence, lead, train or give instruction, and work independently. Employee is expected to regularly interact with the public.

### **WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed predominantly in an office setting with occasional work outside in the field or inside a facility. The work environment is typical of an office setting with associated noise from office equipment, building HVAC, customers, and other employees. Occasional outdoor work is required for recreation activities. While performing the duties of this job, the employee occasionally works and drives in outside weather conditions, which may include extreme heat or cold, windy and other wintery conditions and occasional excessive noise where proper hearing protection will be provided, if required.

### **GENERAL**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The Town reserves the right to revise or change classification duties and responsibilities as the need arises. The description does not constitute a written or implied contract of employment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.