

## **Park District of Oak Park**

*In partnership with the community, we enrich lives by providing meaningful experiences through programs, parks, and facilities.*

### **Job Description**

**Job Title:** Program Supervisor – Ridgeland Common Recreation Center

**Division:** Revenue Facilities

**Location:** Ridgeland Common Recreation Complex/Rehm Pool

**Reports to:** Program and Operations Manager

#### **Job Purpose**

The Program Supervisor manages the assigned programs through their life cycle of the Revenue Facility Program Portfolio. Additionally, leads research, creation, implementation and evaluation of new programs. Supervises part-time program coordinators, instructors and operations staff. Works with the Communication and Marketing Department to create program marketing initiatives.

#### **Essential Functions:**

- Plan, develop, implement, evaluate and analyze programs, facilities and services associated with the Revenue Facilities program portfolio, including but not limited to: Figure Skating, Hockey, Learn to Swim, Birthday Parties, special programs, facilities and services.
- Manages multiple pool and rink program coordinators, coaches, instructors and lifeguard staff, providing leadership and guidance in the performance of their duties and responsibilities
- Assists with the recruitment, screening, hiring and training of all aquatic and rink facility personnel.
- Conducts productive and routine staff meetings with supervisory personnel and coordinators seasonally
- Oversees the planning for, set up and running of all special events
- Researches new program ideas, recommends and implements improvements and manages all learn to skate, learn to swim, ice hockey and activity room programs.
- Develops, directs and budgets for in-service training programs for the educational and skill development of staff
- Responsible for ongoing evaluation of programs, services and facilities under his or her area of responsibility
- Acts as a leader and nurtures a work culture that promotes open, frequent, and dynamic communication among staff and stimulates teamwork to accomplish desired goals and objectives
- Seeks out customer input and investigates and acts upon requests, suggestions, and complaints concerning programs and services
- Prepares and maintains required and necessary, attendance, service, personnel and property (written or computerized) records of the pools and rink
- Leads and coordinates the development, facilitation and evaluation of market driven aquatic and rink programs and services
- Develops and sets program goals in connection with the department's comprehensive program portfolio

- Coordinates with the Communications and Marketing Department develops and guides the promotion, public relations and information dissemination efforts of the pool's and rink's programs and services, including seasonal brochure preparation
- Makes efficient and effective use of resources under his/her discretion
- Maintains a revenue generation mind-set and continually conducts cost benefit analysis, pricing reviews, program lifecycle audits, and leads supervised staff in using financial systems to meet budgetary and financial goals
- Assist with the preparation and manage budgets, purchase order requisitions, reconciliation and program sales. Continually manage cost of service with program development and community benefit
- Assists with payroll preparation
- Prepare and monitor registration information through Rec Trac software system and manage waitlist, refunds and program transfers
- Manage, inventory and order program equipment and supplies
- Coordinate with other park district departments to provide service as it relates to program demands
- Foster partnership with community and public/private sector organizations in support of the District's mission and act as the recreation liaison with different community groups as assigned
- Establish and input customer service standards that are responsive to questions and open to recommendations
- Foster a working environment that promotes safe work habits and active participation in the agency's risk management program

**Additional Functions:**

- Assist with the coordination and oversight of the inclusion of participants with disabilities
- Competitively prices and procures materials, supplies and services as outlined in Park District purchasing policies
- Follows established purchasing procedures and Utilizes a Purchase Order System
- Prepare and present routine and special reports as directed
- Assistance required with special projects and events (i.e. Day in Our Village, Fall Fest and Frank Lloyd Write Run) Serve on assigned committees upon request (i.e. Safety, Social Committee, etc.)
- Attend special project meetings as necessary or requested
- Attends Park Board meetings upon request to provide information or recommendations to the Commissioners as deemed necessary
- Supports the Program and Operations Manager of Gymnastics and Recreation Center as well as maintenance and operations staff
- Works collaboratively with the Recreation department on program planning/development, shared use of spaces and special events
- Performs clerical tasks as needed including, but not limited to registration, data entry, inputting program masters, fee collection, inventory, record keeping, written reports, purchase orders, equipment bids, program rosters
- Surveys customers for feedback and ideas
- On call nights and weekends as needed

## **Knowledge, Skill and Work Experience**

### **Required:**

- Bachelor's Degree (4year) in Recreation or related field
- Minimum 2 years of progressive work experience in the park and recreation industry
- Minimum 2 years supervisory experience
- Certified Park and Recreation Professional or able to attain within one year
- Ellis and Associate Lifeguard Certified Instructor
- Illinois Driver's License
- Knowledge and experience in Microsoft Office applications
- Ability to multi-task workload
- Oral and written communication skills
- Organizational and interpersonal skills
- Planning and problem solving skills
- Certification in advanced Cardio Pulmonary Resuscitation (CPR), First Aid and Automated External Defibrillator (AED) within 3 months of employment
- Customer service focus
- Programming experience in a recreational setting
- Knowledge of safety and risk management

### **Recommended:**

#### **Psychological Considerations**

- Demonstrates sound judgment in evaluating everyday operations as well as pressure type situations
- Creates harmonious team-oriented work environments
- Engages systems that convey a favorable Park District image with the media, other Village agencies, and the public
- Works effectively with internal and external customers, recognizes diverse opinions and needs, and maintains a positive working relationship with all employees.
- Maintains the highest standards of ethical conduct

#### **Physical Considerations:**

- Frequently sitting, walking, standing and typing
- Occasionally climbing, balancing, bending, kneeling, crawling
- Strength – Work requires handling average weight (up to 50 lbs.) materials or equipment

#### **Environmental Considerations:**

- Normal office conditions for majority of work. May include variation in temperature.
- May be exposed to occasional inclement weather, as position requires temporary outdoor work.
- May be exposed to chemicals such as cleaning materials, acids, glues, diatomaceous earth, and chlorine
- Prolonged hours seated at a desk
- May include prolonged hours of computer use
- May be exposed to occasional inclement weather as position may require outdoor work

**Cognitive Considerations:**

- Ability to understand and carry out verbal and/or written instructions efficiently and effectively
- Ability to interpret “early warning” signals and communicate information
- Ability to involve others through informal networking and in decision making
- Ability to speak effectively to the public
- Math skills including measuring, calculating and estimating
- Ability to complete tasks without immediate supervision
- Ability to interpret and explain Department and District policies and procedures

**Customers:**

Internal: Employees of Park District; Board of Park Commissioners

External: Patrons of Park District of Oak Park; residents of Oak Park, WSSRA, Partner Organizations including governmental and non-profit groups, and the Oak Park Business Community

**Revised Date: April 2014**

**Last Reviewed Date: April 2014**

*This job description is intended to be an illustrative, and not an exhaustive, listing of experiences, skills and duties of this position.*