



CARROLLTON

T E X A S

JOB TITLE: Recreation Supervisor
DEPARTMENT/DIVISION: Parks & Recreation
REPORTS TO: Recreation Superintendent

DATE	September 2023
JOB CODE	
FLSA	EXEMPT ADMINISTRATIVE
EEO	

SUMMARY: Responsible for supervising assigned lines of business, services, and facility operations including maintenance. Duties include leading staff; recommending and administering budgets; serving on committees and task forces, scheduling programs and staff; recommending operational policies and procedures; and, serving as a liaison between the public and recreation services. Work is performed with general direction, working from broad goals and policies.

ESSENTIAL JOB FUNCTIONS:

- Demonstrates superior customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Responds to requests for information, concerns, or complaints from internal and external customers. Investigates and communicates resolutions to problems and issues.
- Oversees direct report recruitment, hiring and training systems; conducts regular evaluations, and ensure employees follow policies and procedures; maintaining a safe work environment; and making disciplinary recommendations.
- Verify and approve time and attendance records for direct reports.
- Assists in the development and maintenance of division budget, and department business plan. Solicits funding for programs and special events from local businesses and non-profit agencies
- Inspects and reports facility maintenance and custodial operations, issues, and upkeep to Facilities Department; Ensures safety and aesthetics of facilities.
- Maintains inventory on equipment, supplies, and materials and requisitions supplies and materials.
- Establish and train unit emergency response procedures and responds to emergencies related to accidents, injuries, or threats to control the event or facility.
- Participates in capital improvement projects and amenity fund projects as needed.
- Coordinates with a variety of vendors for facility maintenance, equipment, and supplies.
- Monitors the work of external contractors, ensuring compliance with contract terms and specifications. Authorizes payments to contractors.
- Develops, tracks, and reports on key business indicators on a monthly, quarterly, and annual basis and, as needed, adjusts operations to ensure business plan key performance indicators are met.
- Ensure execution, promotion, and evaluation of relevant programs, events, and services within assigned lines of business.
- Participates in/on a variety of meetings, committees, and/or other related groups to receive and convey information.
- Develops timelines and strategies for marketing programs, events, and membership benefits; supervises the development and distribution of recreational brochures, fliers, mailings, and/or other related public relations materials.
- Assist in the execution of special events as needed.

- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

Recreation Supervisor – Customer Service, Membership & Facility Operations

Responsible for the efficient customer service and rental operations at two recreation centers, one senior center, and facility operation of one recreation center. Supervises all front desk attendants. Assists in the evaluation of membership rates, rental rates and recommends changes as needed. Coordinates training program for front-line staff.

Job Specific Preferences:

- Previous experience in membership recruitment and retention in a municipal government setting.
- Experience recruiting, retaining, and supervising front-line customer service team members.

Recreation Supervisor – Facility Operations, Education, Outdoor & Esports

Responsible for the day-to-day oversight of the Crosby and Elm Fork Nature Center facility operations, cleanliness, and safety. Assists in the development, implementation, and evaluation of camps and educational programs. Serves as the contract administrator for Esports vendors.

Job Specific Preferences:

- Experience with Esports in a municipal government environment.

Recreation Supervisor – Facility Operations, Athletics, Cultural Arts, Health and Wellness

Responsible for the day-to-day oversight of the Rosemeade facility operations, cleanliness, and safety. Assists in the development, implementation, and evaluation of athletics, health and wellness and cultural arts programs and initiatives.

Job Specific Preferences:

- Understanding of Historical preservation, museum collections or genealogy.
- Experience as a department vendor liaison with Vermont Systems or similar system.
- Previous experience in athletic league and 5K coordination.

Recreation Supervisor – Senior Center & Adaptive

Responsible for the day-to-day oversight of the Senior Center operations, programs, volunteers, and building users. Assists in the development, implementation, and evaluation of senior and adaptive programs.

Job Specific Preferences:

- Previous experience working with ages 50+ in a municipal government environment.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervisory responsibility could be over Recreation Coordinators, Recreation Instructors, and Recreation Attendants.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of supervisory principles;
- Knowledge of public relations principles;
- Knowledge of recreational program planning and administration principles, practices, and techniques specific to art, history and education;
- Knowledge of principles in focused area of recreation expertise;
- Knowledge of basic accounting principles;
- Knowledge of facility maintenance principles and practices;
- Knowledge of contract management principles;
- Knowledge of a variety of historical preservation standards;
- Skilled in monitoring and evaluating employees;
- Skilled in prioritizing and assigning work;
- Skilled in interpreting and applying applicable laws, rules, and regulations;
- Skilled in handling multiple tasks simultaneously;
- Skilled in providing customer service;
- Skilled in preparing and administering budgets;
- Skilled in exercising good judgment, flexibility, creativity, and sensitivity in response to changing situations;
- Skilled in overseeing recreation program sites and equipment;
- Skilled in evaluating program effectiveness;
- Skilled in defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Skilled in preparing clear and concise reports;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Leisure Services, Recreation, History, General Business or a related field.
- Three years of progressively responsible recreation programming, event or facility management experience.

PREFERENCES:

- Certified Parks and Recreation Professional.
- Two years supervisory experience.
- Master's Degree in Recreation Studies, Event Management, Public or Business Administration, or related field.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, stooping, crouching, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 50 pounds.

- Work is typically performed in a standard office environment. Depending on area of assignment, may occasionally work outdoor in outdoor environments, with potential exposure to adverse weather conditions.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.