

TOWN OF YARMOUTH, MAINE

Parks, Recreation & Community Services Program and Office Supervisor

Job Description

GENERAL PURPOSE

Plans, organizes, coordinates and supervises a variety of programs, classes, enrichment, trips/tours, activities, special events, camps, and volunteer opportunities associated with a municipal parks and recreation department. Performs a variety of routine and complex administrative tasks. Prepares and maintains official records and provides administrative support to all aspects of the Community Services Department (e.g.-Recreation, Parks, Community Services, General Assistance). Provides support to all YCS staff, programs, committees, volunteers, and customers.

SUPERVISION RECEIVED

Works under the supervision of the Yarmouth Community Services Director and Assistant Director.

SUPERVISION EXERCISED

Supervises part-time recreation staff, seasonal employees, and volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs routine clerical and administrative work by answering phones, typing, receiving the public, providing customer assistance, data processing, processing mail, account management, and bookkeeping.
- Answers customer, resident, volunteer, staff, and contractor inquiries and directs them to appropriate sources or provides information as required.
- Maintains general and subsidiary accounting records and daily reconciliation.
- Selects, plans, implements, and supervises a variety of programs, classes, activities, special events, and camps.
- Maintains statistical data for programs, classes, activities, special events, and camps under their purview.
- Contributes to creating an office culture of professional customer service.
- Maintains general and subsidiary accounting records and daily reconciliation.
- Prepares and tracks delinquent account notices. Assists delinquent customers in making arrangements for timely payments.
- Receives the public and answers walk-in, phone-in, email, web-based or social media questions/concerns.
- Schedules and runs various events and programs throughout the year.
- Recruits, interviews, hires, trains and evaluates instructors, part-time staff, volunteers and other personnel affiliated with this position's programs, classes, activities, and special events.
- Coordinates, leads, and cooperatively works with community organizations on programs and special events to progressively advance the department.
- Contributes information to seasonal brochures and coordinates periodic marketing materials and opportunities.
- Designs and coordinates a variety of brochures, calendars, letters, posters, news releases, flyers, and related communications regarding department and town-based offerings.
- Purchases, inventories and maintains program and office supplies and equipment.
- Coordinates planning and assignments of tasks for programs, including scheduling and coordinating all related information, assignment of registration fees, acquiring volunteers, running errands, and distribution of supplies and materials.
- Professionally responds to public inquiries about town and departmental responsibilities through phone calls, receiving guests and visitors, program registrations, facility reservations, point of sale purchases, and other office administration duties.

- Responsible for contributing information to the department website, social media, and marketing resources.
- Assumes responsibility for professional growth and development through participation in workshops, meetings and seminars.
- Provides assistance and team contributions to other Town departments and projects, as assigned.
- Promotes interest and provides information regarding recreation programs to school officials, other recreation officials, community service groups, other departments, and the general public.
- Implements office procedures related to Department, Town, State, and Federal policies, rules, procedures, codes, and ordinances.
- Available to work evenings, weekends, and hours outside of normal office times.
- Drives to and from program locations, local businesses, and meetings, as needed.
- Performs other work as required or assigned.

PERIPHERAL DUTIES

- Serves as a member of or liaison to various town or school committees and work teams, as assigned.
- Participates as member of professional association(s) and affiliated sub-groups.

WORK HOURS

Consistent attendance and punctuality are essential requirements of this job. Employee will work scheduled shifts that include early mornings, evenings, weekends, weekdays.

The employee in this position is expected to work the following hours with one 15-minute paid break and one 30-minute paid break (may be combined for a 45-minute break). The employee should be ready to begin their job at the designated time according to the week's schedule. A typical work schedule is 40 hours per week.

***Programs, volunteer groups, project preparations, and/or special events may take place early mornings, evenings, and weekends.

Exceptions to this schedule as well as vacation, Earned Paid Leave and compensatory time off requests must be approved by the Yarmouth Community Services Director.

In accordance with the ***Fair Labor Standards Act*** this position is classified as nonexempt meaning that pay is based on hours worked. Hours worked over 40 hours in a week will be compensated at 1.5 times the employee's regular pay. All overtime must be approved in advance by the Department Director.

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a college or university with at least an associate's degree including course work completed in recreation, leisure services, education, physical education, or closely related field;
- (B) Two years of supervisory experience in the parks and recreation field; or
- (C) Two years of experience in an office setting with independent decision-making experience and a working knowledge of administrative practices, computer software and customer service skills; or
- (D) An equivalent combination of education and experience.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

- (A) Knowledge of the practices of modern community parks and recreation services including recreation philosophy, operations, planning and administration;
- (B) Knowledge of the principles and practices of office management, effective customer service, and public relations;
- (C) Considerable knowledge of the equipment, facilities, operations and techniques used in a comprehensive community recreation department;

- (D) Experience and functional knowledge of Word, Excel, Google/Google Docs, and the ability to learn moderately complex software programs;
- (E) Functional knowledge of social media;
- (F) Skill in operation of listed tools and equipment;
- (G) Skill and/or ability to obtain certification in First Aid and CPR;
- (H) Ability to develop, coordinate and direct varied activities involved in a community recreation program;
- (I) Ability to establish and maintain effective working relationships with employees, supervisors, other agencies, participants, instructors, community leaders, and the general public;
- (J) Ability to communicate effectively orally and in writing;
- (K) Ability to be flexible and open to new ideas;
- (L) Ability to self-motivate and be efficient within time allotted;
- (M) Ability to exercise considerable judgment and to act with independence in the posting, auditing and analysis of program registration records;
- (N) Ability to plan and supervise the work of paid staff and volunteers;
- (O) Ability to work weekdays, some evenings and occasional weekends.

SPECIAL REQUIREMENTS

- Perform work in a normal office setting and in all weather conditions throughout the year. Position changes from indoors to outdoors and is subject to extremes of temperature, noise, odor, etc
- Work scheduled shifts that include early mornings, evenings, weekends, weekdays.
- Lift up to 25 lbs.
- Possession of a valid Motor Vehicle Operator's License, valid in the United States. If Maine resident must have or be able to obtain a Maine license within 30 days.

TOOLS AND EQUIPMENT USED

Personal computer, laptop, calculator, copy and fax machines, phone, mobile or portable radio, camera, A/V equipment, scoreboards, security systems, recreation-based management software, recreational supplies, motorized vehicles and equipment.

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 frequently required to walk, sit, talk, and hear. The employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds and lift/move up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here 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.

The noise level in the work environment varies from moderate to loud, and at times, moderately quiet. The employee will perform work in a normal office setting and in all weather conditions throughout the year. Job duties change from indoors to outdoors and employee will be subject to extremes of temperature, odor, etc

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.

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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.

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I have reviewed and understand the Program Supervisor job description and believe it to be accurate and complete. I understand that the Yarmouth Community Services department and/or Town Manager of The Town of Yarmouth retain the right to change the Job Description as it deems necessary. I will follow and adhere to my Job Description to the best of my ability.

Employee Name (printed)

Employee Signature

Date

The Town of Yarmouth is an Equal Opportunity Employer
Effective Date: July 10, 2021