

Job Title: Recreation Supervisor
Department/Group: Parks & Recreation
Reports To: Director of Recreation & Director of Parks
Status: Full-time
FLSA Status: Non-exempt
Prepared By: Laura Wilken
Prepared Date: 5/7/25

SUMMARY:

This position is responsible for planning, coordinating, and overseeing recreational programs, special events, and facilities for the Parks and Recreation Department. This role involves supervising staff, managing budgets, and providing high-quality recreational services for the community.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- **Program Management:** Plan, implement, and evaluate a variety of recreational programs including sports leagues, youth and senior activities, and special events.
- **Administration:** Hire, train, schedule, and supervise recreation staff, umpires, referees, vendors, and volunteers. Provide leadership and support to ensure quality service delivery.
- **Customer Service:** Support members, guests, parents, and participants by answering inquiries via phone, email, or in person. Provide excellent customer service by resolving complaints and offering department information in a friendly manner. Understand when to escalate to senior management or ask for assistance.
- **Registration & Data Entry:** Process memberships, programs, rentals, parties and special events for the department. Maintain accurate databases of participants, forms, and payments.
- **Budgeting & Reporting:** Assist in preparing and managing program budgets; monitor expenditures and revenues; generate reports on program performance and participation.
- **Facility Supervision:** Supervise staff and daily operations of recreation facilities, including opening and/or closing the facility. Ensure cleanliness, report hazards, maintenance issues, and submit work orders.
- **Marketing & Outreach:** Develop promotional materials and collaborate to advertise facilities, programs, and events through various media channels.
- **Collaborative Work:** Work closely with department staff, city staff in other departments, volunteers, and community partners to ensure smooth operations of parks and recreation facilities, programs, and activities.

QUALIFICATIONS

- 18 years of age
- Valid driver's license in good standing (clear driving record)
- Regular attendance
- Must pass background check

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Sports or Recreation Management, Health & Wellness, Public Administration, or a related field.

- Minimum of 1-2 years of experience in a sports, recreation, or community services setting.
- Proficient with social media platforms.

LANGUAGE, CUSTOMER SERVICE & ORGANIZATION SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Strong organizational skills and attention to detail.
- Excellent written and verbal communication skills.
- Ability to manage multiple tasks and deadlines effectively.
- Ability to work well both independently and as part of a team.
- Strong customer service and interpersonal skills.

REASONING ABILITY

- Must be self-motivated and the ability to be productive with limited supervision
- Ability to communicate with diverse personalities
- Understand that accomplishing these duties benefits the City of Highland as an attractive place to live and visit for recreation and enhancing the quality of life.

CERTIFICATION

- Willing to obtain CPR/AED and First Aid certifications

PHYSICAL DEMANDS

- Ability to sit or stand for extended periods.
- Ability to lift and carry supplies or equipment up to 25 lbs.

WORK ENVIRONMENT

- May work indoors and outdoors in varying weather conditions
- Some physical activity required, including lifting up to 25 lbs.
- One evening shift per week and occasional weekend hours for programs and events

This description is intended to indicate the kinds of tasks and levels of difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assist, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing the duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.