



## **Pleasant Hill Recreation & Park District Recreation Coordinator –Teens Program Job Description**

**Job Title:** Recreation Coordinator –Teens (Teen Program Coordinator)

**Department:** Recreation Administration

**Reports To:** Youth Services Manager

**Job Type:** Full-time Exempt (salary)

**Prepared Date:** March 31, 2022

**Approved By:** Recreational Superintendent

**Approved Date:** April 15, 2022

### **Position Summary**

Plan, organize, promote, evaluate, and modify programs, events, and activities to serve the recreational and educational needs of the youth/teen community.

### **IDEAL CANDIDATE**

The ideal candidate will serve as a positive role model and strong leader who can establish a fun, inclusive environment for teens to thrive. The candidate must be able to balance mentorship and supervisory responsibilities that includes conflict resolution and enforcement of appropriate rules of conduct. The individual must also treat all with respect and equality. The ideal candidate is one who has the ability inspire, motivate, and help teens program participants, staff and volunteers to implement their own ideas, uphold their responsibilities, and encourage them to reach their fullest potential. The top candidate will be approachable, innovative, patient and possess a natural talent and aptitude for working with young people (age 12-18). A healthy sense of humor and positive attitude is always a welcome addition the organization.

### **Essential Duties and Responsibilities** (Other duties may be assigned)

Engage in proactive community outreach to teens & parents, civic groups, and the Teen Council to identify youth/teen-specific recreation and educational needs to develop engaging programs, special events and activities; develop surveys and coordinate meetings with groups and related agencies.

Prepare reports as requested by collecting and analyzing teen-related information, resources and trends.

Coordinate the administration and operation of the Teen Center Afterschool Program, Summer & Break Camps, and Teen special events.

Manage monthly registration and program fee collection for the Teen Center Afterschool Program.

Assist in operational and administrative requirements related to teen program staffing and volunteer coordination including employee and volunteer scheduling, task assignment and work performance evaluation.

Contribute to program budget development, evaluation, and monitoring including expense tracking and managing program costs.

Promote youth/teen event and program availability and schedules, notifying special interest groups and coordinating with state and local units of government. Collaborate with District Marketing department.

Communicate effectively and proactively with parents, local school personnel, and community partners to keep stakeholders informed, answer questions, and address concerns.

Supervise the Pleasant Hill Teen Council including recruitment and facilitation of bi-monthly meetings, volunteer assignments and service projects.

Ensure all safety policies are followed to ensure a safe environment for participants.

Maintain professional and technical recreational knowledge by attending educational workshops; reviewing professional publications; establishing personal networks and participating in professional societies.

Contribute to a program, department, or District team effort by accomplishing related results as needed.

### **Supervisory Responsibilities**

Under the supervision of the Youth Services Manager, the Teen Program Coordinator directly supervises up to 10 Recreation Leaders, 20 volunteers and 25 Teen Council members. This position must carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Work Schedule**

The Teen Program Coordinator is required to work flexible hours including evening and weekend programs, activities and events as needed or scheduled.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data.

Design - Uses feedback to modify designs.

Problem Solving - Develops alternative solutions.

Project Management - Communicates changes and progress.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives.

Visionary Leadership - Inspires respect and trust.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change.

Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Available to staff; Provides regular performance feedback;

Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services. Continually works to improve supervisory skills.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity, Equity & Inclusion - Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Bachelor's degree (B. A.) from four-year college or university in Recreation Administration, Physical Education or related fields and two years of progressively responsible experience in the field of Recreation, Event Planning, or Leisure Services; or equivalent combination of education and experience. *Any combination of training and experience that would provide the required knowledge, skills, and abilities is considered qualifying.*

### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**

To perform this job successfully, an individual should have expertise in Microsoft Office software including Word, Excel, PowerPoint, Publisher, knowledge of Internet software, and customer registration software. Social media, Canva and Adobe experience strongly desired.

**Certificates, Licenses, Registrations**

Valid California Class C Driver's License with a good driving record Certificate of current Automobile insurance. Ability to obtain a Class B license if needed. Certification in First Aid, CPR and AED.

**Other Skills and Abilities**

Oral and written communication skills, public speaking experience, problem solving capabilities and a positive attitude.

**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 regularly required to use hands to finger, handle, or feel. The employee is frequently required to stand; walk; sit; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and 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.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate but occasionally loud.