

	<i>Title:</i> Recreation Supervisor - Clerical	<i>Date:</i> November 2019
	<i>Department:</i> Recreation	
	<i>Classification:</i> Exempt	

Nature and Scope of Work

This is a supervisory position responsible for overseeing day-to-day administrative support services to the Recreation, Culture and Community Services Department and City Hall. The Recreation Supervisor reports directly to the Director of Recreation, Culture and Community Services, organizing and directing the administrative support team in providing efficient customer service to members of the public and staff.

The Recreation Supervisor exercises considerable independence of judgement and action, discussing unusual problems and policy issues with the Director.

Illustrative Examples of Work

1. Develops and administers processes and procedures that provide efficient administrative processes and excellent service to the Department and City Hall customers.
2. Schedules, supervises and manages performance of Department administrative employees; reviews and approves leave requests and time sheets and produces attendance reports for direct reports.
3. Balances cash and cheque remittances for payment of fees, registration and rental accounts, and approves refunds; addresses escalated issues or disputes related to payments.
4. Purchases supplies and equipment within budget allocations; ensures that appropriate supplies and equipment are available for office use, drop-in activity and promotions.
5. Assists Recreation Supervisors with the administration of collection of fees and expenditures for recreation programs.
6. Participates in the hiring of new employees reporting to the Supervisor.
7. Conducts orientation and training of employees reporting to the Supervisor.
8. Conducts employee disciplinary investigations and participates in grievance meetings.
9. Interprets policies and procedures and establishes rules related to the administrative functions of the Department
10. Resolves complaints and unusual inquiries,

11. Designs, prepares and produces the seasonal Recreation Guide and other similar publications including flyers, posters, press releases, social media posts and advertisements. Assigns tasks to clerks as required.
12. Maintains records and prepares reports as required for areas of responsibility.
13. Facilitates the application and approval of all Subsidy programs and third party billing (e.g. Leisure Access Grant, Childcare and Jumpstart)
14. Oversees the booking requests from community and sports groups, special event coordinators, corporate clients and the public for a variety of City of Langley facilities such as playing fields, parks, outdoor sport facilities and recreation centres. Resolves conflicts and establishes partnership agreements for facility bookings.
15. Works with the Manager of Revenue and Business Systems and liaises with the ActiveNet Account Manager to implement new releases, add new users, train staff, troubleshoot and manage the software.
16. Performs other duties as assigned.

Required Knowledge, Abilities and Skills

1. Excellent written and verbal communication skills.
2. Ability to use independent judgement
3. Excellent customer service training skills
4. Thorough knowledge of the planning, administration, co-ordination and management of social and recreation services.
5. Ability to work diplomatically and persuasively with community groups, volunteers, agencies, and organizations.
6. Ability to analyze, interpret and apply statistical data from various sources to the day-to-day needs and budgets of the department, e.g. registration and drop-in statistics against space utilization, marketing and registration methods.
7. Ability to prepare and present information to various organizations and groups. Ability to write reports, proposals, letters, and requests for proposal.
8. Ability to create and deliver public presentations.
9. Ability to assist the Director in the development of strategic and operational plans.
10. Ability to mediate and resolve conflicts to facilitate effective interpersonal relationships.
11. Ability to establish and maintain effective working relationships with the public, staff and management.
12. Ability and willingness to change priorities to meet changing deadlines.
13. Sound knowledge of ActiveNet software including registration, facility booking, program maintenance, membership;
14. Sound knowledge of modern office practices and procedures, cash handling processes and document management systems
15. Working knowledge of Adobe Indesign, Photoshop and Illustrator
16. Financial and/or accounting knowledge;

17. Thorough knowledge and understanding of the activities and functions of City departments and divisions.

Desirable Training and Experience

1. Completion of Grade 12.
2. Business program and/or other courses related to the work, including Supervisory courses.
3. Considerable related experience or an equivalent combination of training and experience.

Required Licenses, Certificates and Registrations

1. Valid Class 5 driver's license for the Province of British Columbia.
2. Valid Emergency first aid with CPR C and AED.