

Recreation Officer I

DEFINITION

This is professional work providing direction and assistance to the general public, groups and staff in the delivery of recreation/cultural services.

Employees in this classification perform a varied range of standard, special and complex assignments related to an area of program specialty or facility operation. Work duties include research, development, planning and organizing, implementation and evaluation of specialty program areas, or a segment of a facility's operation. Degree of control will vary and is determined by the professional supervisor. Collaboration and co-operation with internal and external client groups is inherent; however, the degree of intensity will vary from position to position.

Public contact and customer service are important aspects of the job in that the incumbents are the liaison between the Parks and Recreation Department and the various agencies, organizations and individuals in their area of specialty or assigned portion of facility operation.

Work is reviewed by a professional supervisor and is evaluated on the basis of negotiated objectives and special project achievements. Provision of leadership to full-time staff, part-time staff, volunteers and clerical staff, will vary depending on the position location.

Work of this class is differentiated from that of the Recreation Technician III in that employees are expected to exercise initiative and independent judgement in conducting market research, event planning and implementation, personnel resource management and policy development for their area of specialty or facility operation.

TYPICAL DUTIES*

Plans and implements leisure needs assessment processes, interprets the results and prepares strategies to provide enhanced customer service.

Develops and implements appropriate problem solving processes that result in action plans to meet objectives and department mandates.

Provides professional advice and direction in their area of program specialty or facility operation to internal and external clients in the planning, development, implementation and evaluation of program and/or services.

Interprets and explains department or facility policy and procedure concerning grants, leisure needs assessment, leases or agreements and personal services contracts.

Develops and implements market plan processes under the direction of a professional supervisor related to their area of specialty or aspect of facility operation.

Directs human resources, including staff and volunteers, in their area of specialty or aspect of facility operation, from recruitment through evaluation.

Develops resources and resource material in their area of specialty or aspect of facility operation.

Writes reports and recommends policy in their area of specialty or aspect of facility operation to a professional supervisor.

Assesses leisure needs or market plan data and directs the implementation of direct or indirect (co-sponsored) programs or services in their area of specialty or aspect of facility operation.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS**General**

Thorough knowledge of the theory and philosophy of leisure.
Awareness of current literature and trends applicable to the field of leisure activities.

Program Development

Thorough knowledge of the principles and practices of leisure program administration, specifically:

Ability to direct the research, planning and delivery of leisure program services in an area;
Ability to conduct or facilitate program needs assessment; ability to direct volunteer recruitment and management; ability to negotiate service contracts with individuals and groups.

Information and Management

Ability to prepare and conduct public participation processes;
Ability to update and utilize the Recreation Culture Program Planning Process, or market plan data;
Ability to write reports, correspondence, press releases, etc. in the city format.

Leadership Responsibilities

Ability to recruit, train, provide leadership and direction to subordinates;
Ability to evaluate performance of subordinates;
Ability to assess training needs of subordinates;
Ability to provide recognition to direct service volunteers.

Volunteers

Ability to assist with the recruitment of direct service volunteers;
Ability to provide guidance to volunteer coordinators;
Ability to assess training needs of direct service volunteers.

Facility Operation

Ability to assist the development of a market plan;
Ability to analyze the results of needs assessment, trends research and public participation process and prepare recommendations for review by a professional supervisor;
Ability to direct the operation of an assigned portion of a facility through staff and volunteer supervision and collaboration with organizations, agencies and individuals.

Interpersonal Communications

- Ability to make public presentations;
- Ability to demonstrate negotiation skills;
- Ability to express ideas effectively, both orally and in writing;
- Ability to respond to difficult situations and resolve conflicts;
- Ability to manage group processes;
- Ability to chair committees and meetings.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

University graduation in Recreation Administration or a related degree in a specialized field and a minimum of three (3) years' experience in the field of community recreation with a demonstrated ability in program development, facility operation and/or provision of information/referral.

A specialized interest in a particular discipline (i.e. outdoor programming, performing or visual arts, sports and fitness, multiculturalism, special event planning or facility operations) may be required.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

| | | | | |
|-------------------|------------------|------------|------------|------------|
| Salary Plan | <u>21M</u> | <u>21A</u> | <u>21B</u> | <u>21C</u> |
| Job Code | 0791 | | 0792 | |
| Last Updated: | 1990-11 | | | |
| Previous Updates: | 1985-05, 1982-08 | | | |
| Originated: | | | | |