# Job Description

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| Job Title: | Recreation Leader | Classification: | Classified |
| Department: | Parks and Recreation | Grade: | 130 |
| Occupational Group: | Recreation | FLSA: | Non-Exempt |
| Status: | Full-Time | Supervisory: | No |

## Primary Purpose

Under general supervision; performs and manages a variety of administrative and administrative support activities to support the programming and facilities usage.

## Essential Job Functions

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.*

1. Manages front desk operations and cashier staff.
2. Reconciles and balances daily deposits from aquatic facilities, concessions, and front desk. Prepares and delivers daily deposits to the bank. Provides necessary start banks for concession operations; ensures adequate security of funds on a daily basis.
3. Manages the concession operations for athletic and aquatic facilities including overseeing stocking and purchasing; ensures compliance of health standards. Participates in concession operations when needed.
4. Manages shelter and facility rentals. Ensures paperwork is completed properly before events commence.
5. Uses computer applications such as spreadsheets, word processing, calendar, e-mail, and database software in performing work assignments.
6. Contributes effectively to the Parks Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
7. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
8. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
9. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.

## Other Duties

- Answers questions and concerns of the public via telephone and in-person inquiries. Provides program information to participants and the public. Verifies membership cards and registers participants for programs and events. Issues refunds to program participants and facility rental customers.

- Assists Recreation Coordinators with programs and events as needed.
- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

## Minimum Qualifications

**Knowledge of:** Activities, programs, and facility rentals available through the Parks and Recreation Department; cash handling procedures; handling conflict with customers and personnel; general principles of supervision; City and Department policies and procedures; Microsoft Office Suite.

**Skill in:** Establishing and maintaining effective working relationships with other staff; providing positive customer service to the public; effectively resolving concerns or complaints; handling cash or credit transactions; using computer system applications; presenting data and reports verbally and in written form; Microsoft Office Suite.

**Education:** High school diploma or GED equivalent required.

**Experience:** Two years of full-time customer service work experience required. One year of supervisory and community recreation experience preferred.

**Licenses and Certifications:** Possess and maintain a valid state issued driver's license. Food Protection Manager Certificate must be obtained within six months of employment.

## Physical Demands Requirements and Working Conditions

This is primarily a field position as work is generally performed at a recreation site or facility; standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 50 pounds. Employees may participate by leading, teaching or engaging in the activity with participants or athletes.

Employees work in an environment with moderate noise levels, exposure to extreme temperature conditions, and may be exposed to hazardous chemicals and fumes if working in the pool area. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

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| Revision Date: 11/01/2021 | Type of Change: Update position |
| Revision details: City-wide job description revision and updates. | |