

## **The Maryland-National Capital Park and Planning Commission**

TITLE: Recreation Community Supervisor

GRADE: 28

DATE: 12/19/23

SERIES: Recreation

CODE: 1808

EEO: Professional

FLSA: Exempt

### Class Definition:

Under direction, manages a recreation program that involves planning, implementing and carrying out activities and services in a specified geographic service area. Supervises program staff within county recreation programs, parks, schools, facilities and community or youth centers. Manages complex recreation activities that involve program planning, program management, utilization of resources, developing and implementing best practices, and attracting a wide range of types and large numbers of people (e.g., program participants, higher levels of recreation program management, Commission personnel, volunteers and contract workers, division staff, and county, state and private organizations). Develops program plans and annual budget requirements and ensures that emphasis is on activities that most appropriately represent the interests of the population served. Ensures the ongoing evaluations of program activities and program objectives are met that include participant interests and needs, resource needs and program utilization. Work includes various duties involving different and unrelated processes, steps and methods in connection with a large and diverse community recreation program enhanced or complicated by special environmental elements; such as, the presence of multiple patron components with differing demands upon recreation programs; significant volume of participants and variety of activities; regulations and policies that may impact program planning and administration; the use of substantial numbers of volunteers; or similar issues significantly impacting environmental elements. Manages the investigation and research of recreation activities to ensure high accuracy and the development, classification, and analysis to determine significance. Serves as a liaison both internally and externally (e.g., professional, governmental, and community groups). The work (as supervisor) results in the provision of important administrative support services and the effectiveness of recreation programs. Applies comprehensive knowledge of, and skill in, the principles, concepts and techniques of recreation program administration, program assessment and analysis, public administration and project management, sports and organized sporting activities, fiscal management, safety and health regulations, leisure services, public relations, marketing; and area of specialty (e.g., sports, arts, historical interpretation and preservation, wellness). Performs various types of operational and supervisory analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. Incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable guidelines. Incumbent is to keep the supervisor informed and to seek assistance only for highly complex or sensitive matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

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### Examples of Important Duties (Estimated Percentages):

#### 1. Unit Management/Staff Supervision (40%)

- Manages the assigned work program and unit. Keeps unit staff informed of Commission policies and procedures; establishes work program goals and objectives. Sets work standards; enforces work rules. Plans, schedules, assigns, and reviews the work of the unit; provides input for, recommends and administers approved unit budgets (controls expenditures). Manages unit staff and other personnel in support of programmatic objectives and operational requirements (i.e., hours, building maintenance, repairs). Monitors work operations; ensures oversight of the work of consultants and contractors.
- Performs a full range of supervisory human resource (HR) management functions, unit-wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations and evaluates performance.

#### 2. Core Functions (±50%) – assigned functions vary by position and area of assignment

- Oversees and coordinates a diverse recreation program plan for division or department to include classes, programs, seasonal operations and special events that reflect characteristics of the community and special interest groups. Defines goals and objectives and sets standards; creates best practices; coordinates activities with other Commission units and government representatives. Establishes and recommends fees; obtains permits, promotes safety, and complies with Maryland Occupational Safety and Health (MOSH) and Occupational Safety and Health (OSHA) regulations. Schedules staff, facilities and equipment; prepares contracts, recommends consultants (e.g., entertainers, instructors, food services, bus companies), and publicizes programs (e.g., marketing and outreach) and events. Coordinates maintenance requirements in an assigned geographical area.
- Manages budget for the region or programs under supervision; controls expenditures in accordance with approved budget. Reviews cost recovery plans, bids and price quotes; reviews and initiates purchase requisitions, purchase card requests and check requests. Monitors and reviews fiscal requirements to include collection of fees, cash handling and depositing revenue.
- Leads or serves on divisional and departmental committees by directing the committee, actively participating, sharing ideas and recommendations, completing assignments, planning for projects (e.g., setup, clean up), initiating purchasing recommendations, shopping for materials, and informing supervisors of progress.

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- Meets with citizens, community groups, park and recreation councils, Board of Education staff, professional organizations, and local government representatives to identify needs, plan programs, solve problems, and answer questions about Commission activities in the area utilizing Commission vehicles. Responds to inquiries and complaints from the public; develops, reviews and manages Letters of Agreement and Memorandums of Understanding with applicable groups.

### 3. Other ( $\pm 10\%$ )

- Surveys and meets with vendors and exchanges information with other government representatives; attends professional conferences and schools to identify new programs, trends, methods, designs and equipment, which may be useful.
- Keeps service area records; ensures maintenance of records of revenues and expenditures of community, county, and state-funded programs. Maintains records of personnel forms, timecards, inventory of supplies and equipment, registration, and program participants; prepares and submits administrative reports and evaluation summaries that result in outcome-based objectives. Responsible for review, preparation, submittal, and approval of cash management records in an accurate and timely manner, consistent with Commission policy.
- Conducts facility audits for asset inventory, cash handling, facility maintenance and cleanliness.

### Important Worker Characteristics:

- A. Comprehensive knowledge of, and skill in, (1) principles, concepts and techniques of recreation program administration; (2) program assessment and analysis; (3) project management; (4) sports and organized sporting activities; (5) fiscal management; (6) office practices; (7) safety and health regulations; (8) leisure activities; (9) area of specialty (e.g., sports, arts, historical interpretation and preservation, wellness); (10) public relations; (11) marketing; and (12) Commission organization, policies and procedures\*.

*\*Typically acquired or fully developed primarily after employment in this job class.*

- B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.

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- C. Skill and ability to (1) plan and manage multiple recreation programs and projects; (2) attract and work with a diverse range of people, including program participants, higher levels of recreation program management, agency personnel, volunteers, and contract workers, staff, and others in such a manner as to ensure the highest possible levels of program effectiveness; (3) organize work efficiently; (4) provide courteous customer service; (5) evaluate programs and performance; (6) handle complaints and conflicts; and (7) obtain certifications and perform first aid, cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED).
- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions. Examples include managing program participants, higher levels of recreation program management, agency personnel, volunteers, contract workers, staff, and others in such a manner as to insure the highest possible levels of program effectiveness; and managing utilization of resources.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other actions. This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results. Examples include developing and maintaining relationships with the community and with organizations concerned with recreation programs; reading and writing routine reports and correspondence, planning, developing, leading and presenting information to groups of people; and coordinating and negotiating program issues and operations requirements with other agencies, organizations and tenants.
- F. Interpersonal skills to interact with contacts in a customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team and mediating disputes.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

### **Minimum Qualifications (MQs):**

1. Bachelor's Degree in Parks and Recreation, Recreation Management, Sports Management, Leisure Studies, Physical Education or any related field.
2. Four (4) years of recreational or related experience, including three years performing supervisory or program management duties.

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3. An equivalent combination of education and experience may be substituted, which together total eight (8) years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's licenses must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of the position.

### Working Conditions:

Works in assigned facility. Works extended hours, evenings, weekends and holidays. Responds to emergency situations as required. Incumbents in this class must frequently: remain in a stationary position, position self to complete work, communicate and exchange information with internal staff and the public, and lift objects weighing up to 25 pounds.