

## ASSISTANT DIRECTOR

**Departments:** Recreation

**Division:** N/A

**Appointing Authority:** Recreation Director

**Grade:** S6

**Revision Date:** 1/2020

**Bargaining Unit:** S

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### **Definition:**

In collaboration and in close coordination with the Recreation Director, performs work of considerable difficulty in planning, organizing, and directing comprehensive recreation programs, events, services, and activities and assists with the supervision and management of overall department operations. Experience in establishing goals and objectives to meet community needs and the ability to inspire and train staff to provide exceptional customer service. Daily interaction and coordination with other City departments, agencies, and community groups and organizations to ensure efficiency and resolve concerns. Exercises considerable independent judgment and initiative in reviewing, developing, and implementing departmental programs, policies, and goals. Maintains accurate financial records for programs and events; all other related work as required that is logical to the position.

### **Supervision:**

Reports to and works under the supervision of the Recreation Director.

Works under the policy direction of the Greenfield Recreation Commission and the Mayor.

Provides direction and supervision to Recreation Program Supervisor and up to fifty (50) seasonal and temporary employees, volunteers, and contractors associated with the operation of departmental programs and services.

### **Environment:**

Varied work in a multi-task environment. Office duties are performed under typical office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled departmental events and programs and are seasonal and enrollment dependent. Non-typical work hours to include evenings, weekends and holidays as necessary.

Performs varied and responsible administrative, clerical, and program operation functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

May have access to and control of confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation or policy.

Has frequent contact with employees, departments, boards, commissions, and committees, state and federal agencies, outside organizations, vendors, contractors and the general public.

Errors in judgment and administration decisions may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion, or legal and financial repercussions, and lower standards of service to residents.

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Works closely with the Director to assist in the planning, organizing and administration of year-round and seasonal recreation and park programs, services and special events.

Assists Director in the development and implementation of department policies, procedures, and responsibilities. Evaluates the efficiency and effectiveness of service delivery methods and procedures.

Lead, monitor, and oversee recreational programs on a regular basis to provide support; assist with and/or solve problems and communicate with participants. As assigned, assumes authority and responsibility for the quality of work of employees. Recruits and organizes employees, coaches, and volunteers. Visits and observes programs and events in progress to evaluate program content and employee performance. Identifies opportunities for improvement and presents recommendations to the Director.

Assists in overseeing daily operations of Recreation Office including but not limited to receiving registration and tuition enrollment paperwork, processing registration and tuition payments, reserving and coordinating facilities, fields, and daily customer service calls. Answer citizen inquires and responds to complaints regarding procedures, policies and programs.

Maintains working relationships with local municipal officials, community organizations, the general public and professional associates; assists with customer service duties and general office duties as required; Attends and reports at required meetings.

Assists in the hiring of all department staff including interviewing, hiring paperwork including confidential materials and background checks, training, creating staff schedules, and supervision of temporary and seasonal employees. Lead staff meetings and oversees staff professional development. Works with employees to correct deficiencies; implements discipline and termination procedures as needed.

Maintains confidentiality with sensitive personnel, volunteer, and program participant matters in adherence with Massachusetts General Laws, Massachusetts Department of Early Education and Care (EEC), Board of Health Regulations, Family Educational Rights and Privacy Act (FERPA), etc.

Maintains records of program participation and program evaluations making recommendations concerning program expansion; maintains accurate statistics and financial records for assigned programs; maintain an inventory of all recreational materials and equipment.

Oversees the operation of two large group school age childcare programs licensed by the Massachusetts Department of Early Education and Care (EEC). Ensures compliance with all regulations and standards that support high quality out of school time programs that strengthen families and help children grow physically, emotionally, socially, and educationally.

Prepares all GRASP (Greenfield Recreation After School Program) program participant enrollment data, invoices, payments, and accounting reports for two sites.

Prepares all camp program participant invoices, payments and accounting reports.

Supports the Director in the management and maintenance of the Green River Swimming & Recreation Area and additional parks, playgrounds, and other open space facilities.

Develops marketing strategies; writes marketing and public relations material for social media, website, print, and community outreach.

Assists with all office procedures including preparation of deposits, bill warrants, compiling payroll, grant administration, and personnel functions.

Assists in the preparation of department budgets as related to programming and oversees the expenditure of approved funds. Participates in the forecast of additional funds needed for staffing, equipment, materials, supplies, etc. Prepares routine and special reports.

Assists the Director in formulating short- and long-range plans for the department. Participates in the development and implementation of goals, objectives, and priorities.

Maintains current information on trends and programming in recreation through participating in continuing education programs and professional associations.

Perform all duties as assigned by the Recreation Director and oversee functions of the Department when the Director is absent.

**Minimum Qualifications:** Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying.

**Education and Experience:** Associates Degree in recreation, physical education, outdoor recreation planning, leisure services or related field; Bachelor's Degree preferred; 3-4 years progressively responsible experience in parks and recreation program management including supervisory experience; or an equivalent combination of training and experience.

**Knowledge, Ability and Skill:** Able to effectively communicate with public and program participants.

Able to work independently, solve problems, and convey a positive attitude to others. Possess the required knowledge, skills, and ability to perform position duties in a manner that will promote and assist the Department to achieve its goals. Ability to work efficiently and effectively under pressure such as deadlines or emergencies.

Knowledge of the principals and practices of current recreation programming philosophy and goals; knowledge of program management; knowledge of personnel procedures; ability to effectively market programs; ability to lead training as required.

Ability to be enthusiastic and to work effectively with employees, the public, participants, School District staff, community organizations and other contacts. Physical ability to lead, organize, participate, and train others in programs and activities.

Efficient with computer applications such as but not limited to: RecTrac, Word, Excel, Publishing software, and Google Suite; Ability to utilize various computer programs to produce graphics for marketing materials, statistical reports, written documents and Internet communication; knowledge of standard program evaluation.

Ability to relate to youth of all ages on a variety of issues; knowledge of their social, emotional, and physical recreational needs. Ability to supervise personnel, volunteers, and parents effectively and to delegate tasks efficiently.

Ability to interact with the public in an effective and courteous manner on a daily basis; and enjoy working with and possess the skills to interact with children, young adults, and adults in a professional and friendly manner.

Ability to develop and maintain harmonious relationships with City officials, community organizations and the general public. Ability to plan, manage others, analyze, carry out projects, consult and offer advice, and facilitate groups, to meet pre-set deadlines; Must perform all aspects of job responsibilities with honesty and integrity.

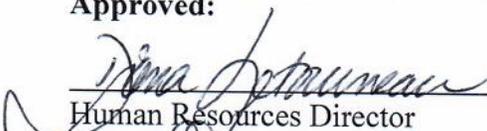
**Physical Requirements:** Varying physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, program or park equipment or other departmental materials. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing/speaking ability requirements include telephone duties and the ability to interact with others.

Require participation in outdoor activities, subject to inclement weather and extremes in temperature, high noise levels during events, and frequent attendance at evening or weekend outings or events. Ability to lift up to fifty (50) lbs; to exert physical effort in the set-up, take-down, or operations of events.

**Special Requirements:** Possess a valid Massachusetts Driver's License; Must have an acceptable driving record and be insurable under city's policy. Position requires a criminal records (CORI), SORI, DCF, and Fingerprint checks; must have flexibility as work schedule may include irregular hours, nights, weekends or varying schedules (including early morning or late night) depending on operational needs of the department; CPR and First Aid Certifications required (or must obtain within 3 months); Certified Park and Recreation Professional Certification highly desired, but not required.

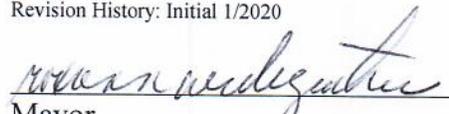
(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

**Approved:**

  
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Human Resources Director

  
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Recreation Director

3.9.2020  
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Date  
Revision History: Initial 1/2020

  
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Mayor

[SSEA review CM ]