

South Jordan City

Job Description

Title: Community Center Supervisor
Org: 100250
Pay Grade: 14

Effective Date: 10.15.2020
FLSA: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Perform a variety of administrative and supervisory duties related to the development and delivery of senior services and programs. Monitor division budget, oversee ongoing day to day senior activities.

SUPERVISOR

Associate Director of Recreation

POSITION(S) SUPERVISED

Community Center Customer Service Assistants
Driver
Kitchen Aide
Senior Program Assistant

ESSENTIAL JOB FUNCTIONS

Demonstrate an understanding of the mission and service values of South Jordan City in work and professional endeavors.

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Conduct performance evaluations of division employees in accordance with the human resources policies and procedures of the city. Supervise subordinate personnel including hiring, performance management, employee development and training, coaching, and initiating corrective action.

Design and promote, with approval, educational and engaging activities for patrons of the Community Center.

Work with supervisor to effectively implement a variety of activities for all ages of senior citizens specific to their desired level of activity.

Initiate and maintain contact with related agencies, organizations and businesses; stay current with issues affecting senior citizens and programming.

Listen to and resolve public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance. Retrieve messages and return calls when appropriate.

Assist supervisor in preparing reports; assist with programming, evaluating, and revising processes to improve effectiveness. Keep current and accurate program records; submit reports in a timely manner.

Maintain division employees work schedule and responsible for division's employee timecard approval process.

Assist in scheduling, rating applications, interviews and training of staff.

Coordinate and train part-time positions at the front desk and facility.

Work daily with the senior population, some of which may have special needs, to assist in center activities.

Operate telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly.

Foster a welcoming environment for all patrons.

Greet the public; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures.

Provide patrons with requested forms, publications and other informational materials.

Direct walk-in clients and visitors to proper activity/event locations.

Analyze and organize office operations and procedures such as bookkeeping, information management, filing systems, requisition for supplies and other clerical duties. Responsible for community center contract management.

Manage facility membership records for retrieval and filing.

Formulate procedures for systematic retentions, protection, retrieval, transfer, and disposal of records.

Transport patrons to approved destinations using a City vehicle, when needed.

Occasionally perform light custodial duties as needed.

This position has been determined to be not eligible for remote work because all or a majority of the essential job duties must be performed onsite.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Educations and Experience:

A. Graduation from High School or G.E.D.;

AND

B. Three (3) years of progressively responsible experience working in a related position with at least one (1) year in a supervisory capacity.

2. Special Qualifications:

Valid Utah Class C Driver's License

Valid Utah Food Handler's Permit, preferred

Valid First Aid and CPR Certification within 6 months of hire

3. Knowledge, Skills, and Abilities:

Knowledge of telephone operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of standard office equipment; some knowledge of basic mathematics; knowledge of principles and procedures for implementing and directing community services or recreation activities.

Skill in communicating both verbally and in writing; skill in interpersonal conflict/dispute resolution methods and organization and implementation of programs and activities in a professional manner.

Ability to operate a personal computer and Microsoft products.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively in front of groups of customers and employees.

Ability to apply common sense and follow instructions furnished in written, oral or diagram form. Understand concepts, methodologies, and tools pertaining to the organizing, tracking, and reporting aspects of project management.

Ability to work independently and deal effectively with stress caused by continuous public contact; communicate effectively, verbally and in writing; effective working relationships with supervisors, co-workers, and the public.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Ability to work irregular hours (M-F, Weekends). Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Clerical Non Exempt	EEO-4 Class:	Adm Support
Location:	Senior Programs	EEOP Class:	Serv/Maint
Group/BU:	General Pay Plan	Tech-Net Match:	775