

**JOB TITLE: Program Coordinator**  
**DEPARTMENT: Recreation**

**GRADE: H-4**  
**DATE:**

*The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.*

**DEFINITION:**

Performs administrative and supervisory work in the planning, operations, instruction, supervision and maintenance of specific recreational programs and/or projects. Qualified Program Coordinators may be assigned to areas of specialization which include:

Special Events & Community Programs: Coordinates the special events of the Department including Walpole Day, Walpole Awards, Homecoming, cultural arts events. Works as a member or a liaison with various Town groups which may include the Coalition for Alcohol & Drug Awareness and the Night Before the 4th Committee. Serves as a liaison with many community & non-profit groups including youth sports organizations and organizations involved in the above special events. Works to develop partnerships agreements with these organizations and these events.

Youth & Teens: Plans, organizes, instructs and supervises services programs and activities of the Youth & Teen program. Ensures that the program rosters are completed properly.

Marketing & Business Operations: Maintains accurate reporting in the registration database. Generates program reports and helps prepare reports for the Department Administration, Town Administration, Finance and Accounting Departments. Prepares transactions for deposit at Department's larger Special Events and dances. Assists the public with registration using our software. Prepares the Department's Brochures, flyers and posters for publication. Maintains the Department's social media outlets and the Department's websites. Coordinates the day-to-day on-line marketing of Department programs.

**SUPERVISION:**

Works under direct supervision of the Recreation Director/Assistant Recreation Director, where clear, detailed and specific instructions govern the work or are explained with each assignment. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the guidelines or instructions. The supervisor maintains control by reviewing the work in progress or upon completion.

Employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The Program Coordinator is responsible to his/her supervisor for assuring that the work assignments of other workers are carried out by performing duties which typically consist of most of the following: distributes and balances workload among employees in accordance with established workflow and job specialization; assures timely completion of work; instructs employees in specific tasks or explains work methods to be employed and indicated applicable reference material and guidelines; checks work progress and reviews completed work to see that instructions have been carried out; answers questions and resolves problems that arise in the work; provides on-the-job training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees; resolves

simple, informal complaints of employees and refers others to the coordinator; may approve leave for a few hours or for emergencies.

#### **DISTINGUISHING CHARACTERISTICS:**

1. Performs a variety of routine to moderately complex planning and operational tasks to provide specific recreational opportunities under supervision of Recreation Director/Assistant Recreation Director following departmental rules, regulations and policies, requiring the ability to plan and perform operations, to exercise judgment and discretion, to complete assigned tasks according to prescribed time schedule, but referring unusual problems, issues and/or situations to supervisors.
2. Interacts frequently with public, external agents and other department staff.
3. Errors of omission or commission may result in minimal service disruption
4. May have circumstantial knowledge of limited confidential information.

#### **ESSENTIAL FUNCTIONS**

*The essential functions or duties listed below are intended as illustrations of the various types or work that may be performed. 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*

#### **GENERAL EXAMPLES OF WORK: Including but not limited to:**

1. Assists in the planning, scheduling, coordination, implementation and oversight of specific recreation programs and/or projects for all segments of community.
2. Provides input to individual program/project budgets, monitoring program specific revenues and expenditures, inclusive of supplies and equipment, plans and routine contracts. May solicit funds for special projects and programs from sponsors as assigned.
3. Provides program specific supervision, instruction and guidance; monitors compliance and completion of program and/or project elements.
4. Maintains records including attendance, injury and evaluations, prepares reports on program issues and/or service. May assist in preparation of survey instruments and research technical reports.
5. Creates for publication and web promotion after approval of supervisor(s) variety of brochures, calendars, letters, posters, news releases, flyers and related communications regarding programs.
6. Remains current in the understanding of applicable laws, regulations and public relations relating to assigned program and/or projects.
7. Works within budgetary limits and guidelines.
8. Assists in the creation, implementation and coordination of community and special events.
9. Functions as part of overall municipal team to ensure effective and efficient municipal operations.
10. Interacts with the general public in the office, on the phone, in programs and in the public.

#### **DESIRABLE QUALIFICATIONS:**

**Education and Experience:** Associates Degree in Recreation, Leisure Services, Education, or other relevant field with one to three (1-3) years of experience working in similar program area or high school graduate with additional course work appropriate in relevant field and five (5) years progressively responsible work experience in the program assigned; or any equivalent combination of education and experience which would demonstrate the ability to do the work. Bachelor's Degree preferred.

**Knowledge, Abilities and Skills:** Working knowledge of the program area assigned; ability to learn applicable basic budgeting principles; working knowledge of equipment, facilities,

operations and techniques required for the position; some knowledge of applicable Federal, State, County and Town laws, rules and practices relating to program assigned.

Ability to plan, coordinate, instruct and supervise various recreation activities: skill in establishing and maintaining effective working relationships with program participants, parents, outside agencies, departmental staff and the general public; ability to effectively supervise the work of staff and/or volunteers; ability to effectively and efficiently provide assistance and appropriate responses to inquiries from departments, community groups and others concerning program information; ability to use personal computers to develop and manage programs/projects data; physical ability sufficient to perform the essential functions of the position.

**SPECIAL QUALIFICATIONS:**

American Red Cross Standard First Aid Certificate and American Red Cross CPR Certificate required. Possession of a valid state driver's license which may be used within the Commonwealth of Massachusetts.

**TOOLS AND EQUIPMENT USED:**

Computers with word processing, spreadsheet, data base and publishing software, calculator, copy and fax machine, postage machine, telephone and any and all equipment used in the implementation and operations of recreation (active and passive) programs.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk/run, sit, and talk or hear. The employee is often required to use hands to finger, handle, feel or operate objects, equipment, tools, or controls; and reach with hands and arms. The employee is often required to stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee regularly works in both an office setting and in outside weather conditions as well as in group settings with constant activity.

The noise level in the work environment is moderately quiet to occasionally loud.

New: April 2001  
Revised: December 2003  
Revised: February 2012