

**NORTHWEST OTTAWA RECREATION AUTHORITY (NORA)  
JOB DESCRIPTION**

**RECREATION COORDINATOR**

**Supervised By:** Policy direction received from NORA Board  
**Supervises:** Recreation staff, including extensive seasonal/programmatic staff and volunteers

**Position Summary:**

Under policy guidance from a regional, multijurisdictional board (NORA), plans, organizes and directs extensive and varied recreational programming to promote personal enrichment, leisure and athletic activities for all ages within the region.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Provides overall management and administration for NORA recreational operations. Develops, recommends and supervises various programs and services. Implements policies and regulations established by the board.
2. Provides staff support to the NORA board, prepares board agendas and regular and special reports. Develops, recommends and implements recreation programs and services to meet short and long range goals and customer service standards.
3. Manages department staff, including extensive seasonal/programmatic staff and volunteers. Hires and fires according to established procedures and policies, plans, organizes and directs staff activities directly and through subordinate supervisors, monitors employee performance, ensures proper training including safety training, administers corrective and disciplinary action and fosters a strong and effective team environment ongoing.
4. Prepares and administers the annual budget. Ensures effective and efficient use of budgeted funds, personnel, materials, facilities and time. Approves purchases and prepares departmental financial summaries as required, ensuring activities are completed in accordance with established policies and procedures.
5. Ensures effective marketing, advertising and public relations to promote citizen participation and support for recreational programs.
6. Ensure effective customer service. Responds to and resolves complaints and complex issues. Interprets and explains policies and procedures and mediates disputes as needed.
7. Implements effective record keeping and document retention systems. Analyzes data, evaluates trends and program effectiveness, and prepares related reports. Supports all front office duties as needed.
8. Plans, organizes and coordinates various recreation programs including sports leagues for all ages, special events and seasonal/holiday activities, as well as a wide range of

recreational activities, classes and related programs. Acts as coach, referee or other roles as needed, assists with event and facility set-up.

9. Coordinates with private groups engaged in related recreational programming.
10. Develops and executes fundraising campaigns and sponsorships. Researches grants, prepares applications and administers grant funded projects and programs.
11. Attends meetings of various public service organizations, youth organizations, elected boards, councils and commissions, and miscellaneous committee meetings.
12. Keeps abreast of changes in the recreation administration field through continued education and professional growth. Maintains cooperative relationships with peer agencies and other governmental units. Attends conferences, workshops, and seminars as appropriate.
13. Performs related work as required.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's degree in recreation or a related field is required.
- Three or more years of related experience is required.
- Knowledge of recreation program operations and administrative procedures.
- Skill in the use of office computers including word processing, database and spreadsheet software, powerpoint, graphics and related desktop publishing.
- Skill in organizing, scheduling, coordinating and evaluating multiple programs and staff, including volunteers.
- Ability to manage multiple tasks, adjust to changing priorities and work within deadlines.
- Ability to prepare accurate and professional documents, records, reports and correspondence.
- Ability to establish and maintain effective working relationships, provide positive customer service according to established standards and policies, and demonstrate a high level of tact and diplomacy in resolving customer service issues.

**Physical Requirements and Work Environment:**

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

An employee in this position spends their time in both an office setting and outdoors while overseeing recreation programs and sports leagues in progress. This position is required to work outside of normal business hours including evenings and weekends. This position is required to walk outdoors at sports fields and related facilities and carry sports equipment, supplies and other items of moderate to heavy weight, and must assist in setting up and breaking down for recreation programs and events.