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## Recreation Officer II

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### **DEFINITION**

This is professional community work providing consulting assistance and direction to assigned non-profit groups/agencies and the general public.

Employees in this classification provide services in the area of organizational development, program development and facility development and operation. The services provided range from standardized to complex. This work primarily focuses on organizational development for the assigned non-profit groups and agencies. The assignments in the class are based on geographic, facility and/or content discipline criteria. Employees are expected to exercise initiative and independent judgement in these areas. Public contact is an important aspect of the job in that incumbents are the liaison between the Parks and Recreation department and various communities and agencies.

Work is reviewed by a professional supervisor and is evaluated on the basis of negotiated objectives and service contract achievements. Supervision may be exercised over professional staff, volunteers and recreation technicians, custodians, recreation facility attendants and clerical staff.

Work of this classification differs from the Recreation Officer I class on the basis that employees are required to conduct organizational needs assessments, facilitate organizational change and growth and may plan for facility development. Employees in this class may also be responsible for department facility development and operation.

### **TYPICAL DUTIES\***

Determines readiness of assigned groups in their organization development level by using methodologies recognized to examine their organization.

Implements a group needs assessment then interprets and clarifies results of this process.

Develops appropriate problem solving processes that result in realistic and functional plans of action with the groups.

Provides assistance to groups in the implementation of the action plans that could involve such activities as: strategic planning, volunteer recruitment/development, etc.

Provides professional advice and direction through consultative services to community groups in the planning, implementation, evaluation of program, services and facility development.

Writes reports and recommends to a professional supervisor identifying supportive action required to relate to the Parks and Recreation department's services to the needs and desires of the community.

Studies and assesses leisure needs and recommends appropriate programs or services to assigned groups within a designated area of interest and/or geographical area.

Initiate the organization and delivery of a variety of leisure programs within a designated area of interest and/or geographical area.

Interprets and explains relevant department, corporate, provincial and national policy to community groups and organizations.

Provides technical review, analysis and input to the development of department policy, procedures and development plans.

Develops and negotiates public participation processes for the purpose of collecting public input or decimating information.

Supervision of staff/volunteers including training and evaluation.

Manages and operates department facilities to optimize public benefit and customer service within budget guidelines.

Develops marketing strategies including promotion plans and negotiates with major co-sponsors.

Performs related work as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Extensive knowledge of the theory and philosophy of leisure.

Extensive knowledge of current literature and trends applicable to the field of leisure.

#### **Community Development**

Extensive knowledge of the socio-economic and demographic variables involved in leisure activities and their relationship to all aspects of community life.

#### **Organizational Development**

Ability to gain acceptance and generate a professional working relationship with assigned groups, specifically:

- Ability to consult with volunteer boards;

- Ability to negotiate a service contract with a group;

- Ability to assist group in identifying their organizational needs;

- Ability to analyze and synthesize the results of an assessment with a workable plan of action with groups;

- Ability to assist groups in setting goals and objectives.

#### **Program Development**

Extensive knowledge of the principles and practices of. leisure program/services administration, specifically:

- Ability to conduct or facilitate a community based program needs assessment;

- Ability to identify and solicit appropriate cosponsors;

- Ability to advise groups on volunteer recruitment and management.

#### **Information and Management**

Ability to conduct public input processes;

Ability to update and utilize the Recreation Culture Program Planning Process;

Ability to write reports, correspondence, press releases in city format.

#### **Supervision**

Ability to provide leadership and direction to subordinates; ability to evaluate performance of subordinates;

Ability to assess training needs and provide training to subordinates.

#### **Facility Operation**

Extensive knowledge of facility operations, practices and procedures;

Ability to provide recognition to community/direct service volunteers.

#### **Volunteers**

Ability to recruit direct service volunteers and assist in the recruitment of community volunteers;  
 Ability to provide guidance to volunteer coordinators in development or management of volunteer programs;  
 Ability to assist training needs of both community/direct service volunteers.

Construction

General knowledge and understanding of construction processes;  
 Ability to assist the department or a group in conducting a Facility Needs Assessment;  
 Ability to assist with the development of a facility program statement in conjunction with the community organization;  
 Ability to assist a group to review financial feasibility of a project from both a capital and operational perspective.

Interpersonal Communications

Ability to make public presentations;  
 Ability to demonstrate negotiation skills;  
 Ability to express ideas effectively, both orally and in writing;  
 Ability to respond to difficult situations and resolve conflicts;  
 Ability to recognize and manage group dynamics;  
 Ability to chair committee and meetings.

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

University graduation in Recreation Administration or related undergraduate degree and a minimum of five (5) years' experience in the field of community recreation which includes demonstrated competency in program development, organization development and provision of information/referral.

A specialized interest and experience in a particular discipline (i.e. facility operation, performing arts, visual arts, sports/fitness and multiculturalism) would be an asset.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0793		0794	
Last Updated:	1990-11			
Previous Updates:	1989-02			
Originated:	1983-01			