



JOB POSTING

Recreation Programmer

West Bloomfield Parks is seeking a dynamic event planner for a full-time Recreation Programmer. This position will work within a small Recreation Division team to plan, develop, coordinate and deliver recreation programs and events, as assigned. Programs and community events include: small to large scale special events, independent contracted services, volunteers and food trucks. Participation in community outreach events and community group involvement. This position works in close collaboration with the other recreation programmers, Customer Service Representatives (CSRs), and facility managers regarding public programs and events.

The successful candidate will be highly personable, charismatic, organized, able to engage with a diverse community and able to work a flexible schedule. The position is a blend of administrative and field work, year round.

This position includes a full benefits package including medical, dental, vision, 401a, flex spending account, vacation time, sick time, and personal business leave. Annual merit increases available upon a positive review. See details in Job Description.

JOB SUMMARY:

- High School diploma or equivalent. A Bachelor's degree in recreation management, education or related area is preferred.
- Minimum of two (2) years of related recreation experience preferred.
- Minimum of two (2) years of event planning experience required.
- Experience working in the public sector, youth, adults and/or program/event planning.
- Experience working with a diverse population is preferred.
- Experience working in an office setting and able to deliver highly effective customer service (in-person or phone).

For a complete job description with primary duties and responsibilities, as well as minimum qualifications, go to www.wbparks.org/employment.

HOURS: Typical work hours will be 8am-4:30pm, Monday-Friday. Evening and weekend work will be required to execute events outside of typical hours. Evening and weekend work required based on pre-determined recreation events planning calendar. Ability to flex schedule routinely is required.

HOURLY WAGE RANGE: \$22.43 - \$23.43

TO APPLY: To be considered for this position, please submit a completed application and resume on or before 4pm on November 30, 2023. Round one in person interviews will take place the week of December 11, 2023.

Attn: Human Resources
West Bloomfield Parks and Recreation Commission
4640 Walnut Lake Road
West Bloomfield, MI 48323
hr@wbparks.org

Blank applications are available at West Bloomfield Parks or complete an application online at www.wbparks.org/employment.



Recreation Activities Center
4640 Walnut Lake Road
West Bloomfield, MI 48323



www.wbparks.org



info@wbparks.org



248.451.1900



Job Description

Job Title: Recreation Programmer

Department: Recreation

FLSA Status: Non-Exempt

Salary Grade: 5

Position Description Summary:

Recreation Programmers plan, develop, coordinate and deliver recreation programs and events, as assigned. Programs and community events include: small to large scale special events, independent contracted services, volunteers and food trucks. Participation in community outreach events and community group involvement.

This position works in close collaboration with the other recreation programmers, Customer Service Representatives (CSRs), and facility managers regarding public programs and events. Work is performed with some degree of latitude of independent judgment and action, under the direction of the Recreation Supervisor. Duties will include office and off-site work at other West Bloomfield parks and facilities. This position supports general recreation services as assigned.

Working Hours:

Typical work hours will be 8am-4:30pm, Monday-Friday. Evening and weekend work will be required to execute events outside of typical hours. Evening and weekend work required based on pre-determined recreation events planning calendar. Ability to flex schedule routinely is required.

Essential Function(s) of the Position:

The duties listed below are intended only as illustrations of the various types of 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 level and/or class of this position.

- Plan, develop, coordinate and execute recreation programs and events that meet the needs and goals of the Recreation Division.
 - Specialize in the following:
 - Lead on small and large scale events with attendance from 100 to 2,000+ people. Events are planned months in advance and could include one event per week or multiple events within a month.
 - Co-lead or assist on other events throughout the Recreation Division.
 - Lead on volunteer recruitment and coordination for special events and programs. Must be able to speak in front of 40+volunteers, direct and delegate as needed.
 - Lead on food truck recruitment and contracting for all recreation events and programs.
 - Recreation equipment, supply inventory and organization.
- Research and develop new and innovative events and activities for the community, as directed.
- Maintains consistent and adequate contractor and vendor communication.
- Prepare reports regarding divisional operations, statistics, and finances as required, from the registration software. Course entry into database software and roster management is expected.

- Participates in WB Parks meetings such as staff meetings, programmer meetings, 1:1 meetings, organization meetings, and division meetings. Meeting attendance is mandatory as scheduled by the supervisor.
- Engages and interacts consistently with participants and co-workers. Communicates with staff and supervisors. Proactive when challenges arise.
- Oversees program setup and break down or coordinates to ensure it is scheduled for.
- Takes initiative in assigned programs and event operations.
- Manage the implementation of approved budget(s); assures actual revenue and expenditures are within budget(s) and recommend changes when appropriate.
- Work cooperatively to meet publication deadlines with marketing staff to market and promote assigned recreational programs, activities, and special events. Make marketing requests as needed based on monitoring of event registration numbers.
- Investigate and resolve issues and concerns regarding recreational operations, programs, and activities. Responds to customer concerns.
- Monitor customer satisfaction via surveys and other performance measures.
- Order supplies and equipment for assigned programs, activities, and special events.
- Attend conferences and seminars to promote professional development.
- Adhere to Commission guidelines, facility setups, policies, and procedures.
- Other duties as assigned.

Special Events Operations

- Lead on the following events: Daddy Daughter Dances, Touch-A-Truck, Egg Scramble, Garage Sale, National Trails Day, Kid Komotion Concerts, Trick-or-Treat Trail and Mother-Son/Family Dances.
- Event support on events, including but not limited to: Earth Day, Wild Winter Walk, Native Plant Sale, Marshbank Music Series, Hayrides and Camp Out.
- Coordinate logistics for events including contracted services, vendors and bulk supply and food ordering.
- Budget management, purchasing and inventory tracking.
- Collaborate and coordinate with Parks Managers on event setup logistics.
- Organize staffing and volunteer assignments and facilitate event prep/walk-through meetings.
- Manage a small team of approximately 3 part-time special event staff; including scheduling and timesheets.
- Manage all participant, staff and vendor communication.
- Execute post survey and provide event wrap up notes and evaluations.
- Emergency action plan implementation and updating.

Education/Experience/Licenses/Certificates

- High School diploma or equivalent. A Bachelor's degree in Recreation Management, Education, Communications or related area is preferred.
- Minimum of two (2) years of related recreation experience preferred.
- Minimum of two (2) years of event planning experience required.
- Experience working in the public sector, youth, adults and/or program/event planning.
- Experience working with a diverse population is preferred.
- Experience working in an office setting and able to deliver highly effective customer service (in-person or phone).
- Experience with onsite event communication (participants, staff and vendors), problem solving and quick/timely decision making.
- Must be proficient in Microsoft Word, Excel and Publisher. Preferred experience with online forms (i.e. Sign-up Genius, Google Docs, Cognito Forms). Must be able to type quickly and accurately.
- Experience hosting and facilitating virtual meetings.
- Basic knowledge of recreation registration software (i.e. RecPro) is preferred.

- First Aid and CPR Certification within six months of hire in date.
- Basic Food handling Certification within six months of hire in date.
- Valid State of Michigan Driver's License.

Knowledge, Skills, and Abilities:

- Strong communication skills and ability to express and execute ideas clearly and concisely.
- Must be able to deliver effective communication in a public setting for crowds of 100+ people.
- Must be able to navigate questions, complaints and concerns from the public and from employees in a professional manner.
- Ability to take the lead in delivering strong communication regarding customer requests and to furnish information to the general public.
- Ability to teach and maintain excellent customer service skills.
- Ability to organize work and be able to work independently, as well as with a team.
- Ability to establish and maintain effective working relationships with site supervisors, co-workers, Parks staff, vendors, program participants, volunteers, and the general public.
- Ability to respond to supervisor requests in a timely and professional manner, specifically with email/phone/text communication.
- Ability to adhere to given deadlines with good leadership skills.
- Must be productive, courteous, flexible, resourceful and creative with effective work skills.
- Must know methods used when organizing and planning events simultaneously; as assigned including creating staff plans, event maps and maintaining outlook calendar tools.
- Must be able to prioritize events and track deadlines.
- Must follow event budgets that are provided.
- Must be able to create, document and continuously improve recreation checklists.
- Must follow planning procedures and prepare contractual agreements as requested. Submit check requests, bills, and credit card reports timely.
- Must have good organizational skills with an emphasis on attention to detail.
- Must exercise mature judgment and initiative in analyzing events and recommending solutions and communications.
- Must be able to resolve problems and exchange information with peers.
- Must have the skills to handle problem situations in a tactful, courteous and respectful manner.
- Ability to operate various pieces of office equipment and computer software.
- Must be professional in appearance.

Equipment, Machinery, Tools, and Vehicles Used:

Computers, copiers, general office equipment, recreation minivan, recreation tents, recreation equipment and other items deemed necessary.

Physical Demands:

This position is primarily an office position, therefore, one must be able to sit for long periods at a computer workstation, typing and making phone calls. Field time or time outdoors will be required during event preparation and onsite responsibilities the day of the event. One must be able to stand for long periods and withstand the outdoors for some periods, in all elements.

Must be able to lift at least 50+ pounds. Must be able to load and unload event supplies. Must be able to setup and/or assist with equipment setup.

Mental Demands:

While performing the duties of this position, employees are regularly required to use written and oral communication skills; read and interpret data, information, and documents, analyze

and solve problems, observe and interpret situations; learn and apply new information; and interact with staff, members of the public and Commission.

Working Conditions:

May be exposed to extreme heat/cold when occasional field time is required. Programs may not be assigned to the main work site and off-site coordination is expected.

Benefits:

WB Parks employees are eligible for an annual step increase on the 7 step salary scale upon a satisfactory merit review. This position includes a full benefit package including paid personal business days and paid Commission Holidays. Vacation days accrue after one year of employment.

Reporting Relationships:

A person in this position will report to the Recreation Supervisor.

I have reviewed and understand the above job description and believe it to be accurate and complete and that I can successfully fulfill each duty or task. I also agree that Management has the right to change this job description at any time.

<i>Employee Signature</i>	<i>Date</i>
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<i>Recreation Supervisor Signature</i>	<i>Date</i>
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<i>Executive Director Signature</i>	<i>Date</i>
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This position description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all duties that may be performed by an employee so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. This document is not intended to be a contract between the employee and employer.