



Business Supervisor - Recreation (1549)

FLSA Status: Exempt

Pay Grade: 16

Safety-Sensitive: No

Purpose

The purpose of this classification is to supervise day-to-day operations of the Parks and Recreation Division's customer service function, to coordinate personnel-related activities of the Division, and to support other business and finance related activities of the Division.

Primary Responsibility

Provides excellent service, pursues continuous improvement, and exceeds expectations.

Typical Duties

Supervises regular and temporary staff: plans, coordinates, assigns, and reviews work of individuals and the team; evaluates training needs and provides instruction; schedules staff vacations and approves sick leave; recommends discipline, disciplinary actions, discharge and salary increases; prepares timesheets; interviews candidates; conducts employee performance evaluations; and establishes and promotes employee morale.

Organizes, prioritizes, and assigns work activities for customer service personnel: prioritizes work activities to meet objectives; ensures subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex and problem situations and provide technical expertise.

Directs front office administration and customer service activities: supervises and assists staff in answering phone calls, registering customers for programs, renting facilities, taking payments and distributing information about programs and schedules; trains staff regarding office equipment, software, and operations; and processes and approves voids and refunds.

Serves as human resources coordinator for Parks and Recreation Division: prepares new/returning part-time employee paperwork; obtains required documentation, compiles information, and coordinates pre-employment finger printing or drug screening; explains, verifies, and scans necessary documents; forwards all necessary information to Human Resources Department; coordinates and schedules new hire orientation dates and employee start dates; initiates employment separations for part-time staff; prepares and distributes separation documentation to HR and the departing employee.

Participates in staff recruitment for Division: assists with preparation of job advertisements; screens and distributes employment applications; assists with interviews if necessary; networks, attends and represents Parks and Recreation at recruiting fairs and events.

Maintains files for the Division: stores and maintains personnel records; destroys obsolete documents after retention period.

Assists in processing accounts receivable: receives, enters, and balances collection reports including receipts and deposits; verifies accuracy and completeness; prepares and submits deposits; tracks, records, and documents discrepancies and errors; monitors and verifies bank statements; views and prints credit card processing settlement reports; disburses funds to appropriate accounts; and prepares and maintains related reports and records.

Assists in processing accounts payable: reviews invoices, purchasing card statements, expense reports, or other documents for accuracy, completeness, and proper authorization; matches invoices with receiving tickets, purchase orders, and statements; enters data into computer system; and researches any outstanding purchase orders, invoices, or inquiries from vendors, employees, or others.

Performs other related duties as required.

Minimum Qualifications

Bachelor of Recreation or a related field is required; supplemented by one year of experience in human resources, recreation, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must have a valid Georgia driver's license.

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

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