



## REGIONAL DISTRICT OF CENTRAL KOOTENAY

# Recreation Services Programmer Nelson & District Community Complex

### *Job Description*

**TITLE OF IMMEDIATE SUPERVISOR:** Manager of Recreation

**TITLE OF IMMEDIATE SUBORDINATES:** Could vary by assignment

**DEPARTMENT:** COMMUNITY SERVICES – Recreation

#### **SUMMARY OF POSITION:**

Under the general supervision of the manager of Recreation, the Recreation Services Programmer is a member of the Leadership Team of the Nelson and District Community Complex (NDCC). The Programmer may work in any service area of the facility and will be responsible for planning, organizing and maintaining a diverse selection of programs, training, activities and events for Nelson and District.

The Programmer must possess a high level of creativity and innovation in order to create fun, exciting and educational programming that meets the needs of the community while working within budgetary and operational realities. The Programmer may oversee a team and is responsible to provide the staff with support and guidance to ensure a workplace environment that is oriented to trust, open communication, creative thinking, and cohesive team effort. The employee must exercise care in routine dealings with other employees and provide assistance to patrons using the facility.

Success in this position requires a high degree of flexibility and an ability to work varying schedules to meet operational requirements.

#### **ROLE AND RESPONSIBILITIES:**

As a member of the Leadership team, responsibilities include, but are not limited to:

1. Ensure high quality programming opportunities exist for Nelson and District residents and Community groups which meet their needs, maximize resources, ensure safety, and reflect the mission statement of RDCK and NDCC.
2. Actively seek opportunities for collaboration with community groups and stakeholders to assess community needs, strengthen community capacity and develop new community recreation opportunities
3. Work collaboratively with the NDCC Team and other RDCK staff to utilize a variety of programming spaces throughout Nelson & District, including parks and trails
4. Ensure the delivery of quality programs that adhere to government standards, department policies and professional regulations.
5. Ensure professionalism of subordinate staff by ensuring they are appropriately dressed, pleasant to customers, prepared and on time for their shifts.
6. Provide human resource functions and leadership for employees, contractors and volunteers, which includes recruitment & selection, training, mentoring, coaching, performance management and evaluation.
7. Provide support to the Team Leads as required to ensure overall safety and effectiveness of the day-to-day activities.



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8. Plan, implement, monitor, and evaluate programs/services to ensure needs are being met. This includes networking with industry professionals, liaising and partnering with community groups and organizations and researching new trends to ensure programs are improved, developed and/or discarded according to client needs and revenue generation.
9. Monitor and update policies and procedures as required for the successful and safe operation of programs and facilities.
10. Promote and cross market recreation programs/services through NDCC/RDCK marketing plan and outside resources to ensure maximum participation and revenue generation.
11. Develop and manage the program area's budget to maximize revenue and recover costs. This includes preparing and administering regular reports and updates on programs and services.
12. Seek alternate sources of funding for program development and special events.
13. Seek opportunities to build volunteerism that are in alignment with organizational objectives
14. Investigate and respond to program/service inquiries and concerns in a courteous manner.
15. Utilize the appropriate RDCK software for reporting procedures to maximize efficient program and department planning and development to ensure quarterly objectives are met.
16. Provide timely and accurate information for marketing that will promote the services provided by facility.
17. Organize, monitor and order materials and supplies required for programs and special events.
18. Perform other related duties when required.

### **REQUIRED QUALIFICATIONS AND EXPERIENCE**

- Degree in Recreation Administration or other related discipline, plus a minimum of two (2) years' experience in recreation programming OR an acceptable equivalent combination of education, training and experience
- Minimum two (2) years' experience in supervisory role
- Experience working with and maintaining contracts with suppliers and contract workers
- Experience preparing and maintaining a programming budget
- Training and experience in a computerized work environment with a high level of knowledge and experience in MS Office (Excel, Word and Outlook)
- Experience with Recreation Software including registration, bookings and admin functions would be considered an asset
- Experience leading teams across multiple disciplines would be considered an asset
- Experience working in both Union and non-union environments would be considered an asset
- Valid BC Driver's License and a satisfactory Drivers Abstract
- Satisfactory Criminal Record
- Additional specific industry qualifications (such as fitness, aquatics, etc.) are preferred



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**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Demonstrated success developing, organizing and implementing a variety of programs and activities
- Demonstrated ability to plan and execute small and large scale events for all ages as well as special interest groups
- Current knowledge of provincial legislation and health and safety as it relates to the Recreation industry, programming area and facility operations
- Strong dedication to health and safety in the workplace
- Strong verbal and written communication skills
- A well-defined sense of diplomacy, including solid negotiation, problem solving, conflict resolution, and people management skills.
- Excellent customer service and public relation skills
- Demonstrated ability to lead, instruct, coach and motivate programming staff and volunteers
- Demonstrated ability to manage the performance of staff
- Demonstrated ability to meet various deadlines in a constantly changing service environment
- High level of creativity and flexibility
- Proven ability to plan, set and achieve goals
- Commitment to the RDCK values: Health and Safety, Integrity, Accountability and Respect

**ACCEPTANCE**

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

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Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Representative Name

\_\_\_\_\_  
Employer Representative Signature

\_\_\_\_\_  
Date