



Recreation Shift Lead Job Description

JD - 302

Job Title:	Recreation Shift Lead		
Department:	Park & Recreation	Pay Grade Level:	13
Reports To:	Community Center Manager	Classification	Non-Exempt

POSITION SUMMARY:

The Recreation Shift Lead is responsible for overseeing the onsite administrative functions and activities of the Community Center during evening and weekend hours to promote a positive experience and ensure a safe and secure environment for all Community Center members, guests, and staff. As the onsite Recreation Shift Lead, this position will monitor and coordinate staff, events, and activities, manage emergencies, settle disputes, answer inquiries, and provide exceptional customer service.

Sustains the District's brand strategy and promotes *The Brushy Creek Life*.

ESSENTIAL JOB FUNCTIONS:

1. Under the supervision of the Community Center Manager, coordinate the operations of the Community Center, including member services, activities, programs, events, and maintenance of the facility and equipment on weekdays, evenings, and weekends. Inspect rooms for wear and tear, submitting work orders as necessary.
2. Assist with the recruitment, hiring, training, and performance management of team members to ensure quality of work performed.
3. Advise leadership on issues related to policies, strategies, and plans as they relate to membership.
4. Oversee the preparation, usage, and clean-up for special events, rentals, and other specific programming in the Community Center. Schedule and handle changes in room assignments for evening events and distribute supplies and schedules. Promote visibility of activities and programs taking place at the Community Center.
5. Serve as the person in charge of Community Center during evening and weekend hours of operation. Ensure the security of staff, members, and guests. Ensure all doors are locked, and the security alarm is set upon the close of the Community Center. Record and report accidents, injuries, and emergencies and notify management of security risks and concerns.
6. Observe and enforce all rules and regulations of the facility about staff, members, and guests according to District Policies and the Community Center Member Handbook. Resolve concerns, conflicts, and problems of members and guests.
7. Provide information to patrons and staff, and answer inquiries concerning the Community Center facility, events, and activities. Resolve concerns, conflicts, and problems of the patrons.
8. Monitor the scheduling of staff, program plan implementation, and coordination of activities for people served during evenings and weekends. Supervise staff who work evenings and weekends.
9. Adhere to the District's recycling management program, including policies, procedures, and best practices.
10. Interact and engage with customers at all levels to keep track of customer journeys, and to keep fine-tuning the customers' experiences to build and sustain brand loyalty to *The Brushy Creek Life*.
11. Perform all other duties as assigned.

EDUCATION:

High School Diploma or equivalent required.

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REQUIRED SKILLS:

- Maintain current certification/license, or ability to attain certification/license within 90 days of hire:
 - American Red Cross Adult and Pediatric First Aid/CPR/AED.
- Must be able to work a flexible work schedule and irregular hours, including weekdays, weekends, holidays, and evenings.
- Strong customer service skills, including being creative when working with children and adults.
- Strong ability to work as an individual but within the framework of a team.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment.

PREFERRED SKILLS:

- A valid Texas driver's license.
- Proficient with Microsoft Office Suite or related software.
- Exceptional customer service relationship techniques.
- Effective verbal and written communication skills.
- Knowledge of the business structure, operations and key leaders to understand points of connection, alignment, standards and processes.
- Proven ability to set priorities, meet deadlines and multi-task with minimal supervision.

SUPERVISION:

This position will provide leadership support to the evening and weekend team members of the Community Center in support or absence of the Community Center Manager.

WORKING CONDITIONS:

Work is performed in an office environment and both indoors and outdoors in all weather conditions, with potential exposure to hazardous chemicals, wet surfaces, extreme temperatures, infectious diseases and blood borne pathogens; is subject to being stationary, standing, bending and reaching for extended periods of time; and must be able to safely move objects weighing up to twenty-five (25) pounds.

LIMITATIONS AND DISCLAIMER:

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related requirements and to perform other job-related duties requested by Brushy Creek Municipal Utility Department in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty

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proficiently. Continued employment remains on an “at-will” basis.

I have read and understand the duties and responsibilities for which I am responsible. I am able to perform the essential job functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resources.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee Signature

Date

Company Representative Signature

Date

Written/Revised	Summary of Change	Approved By
10.01.2022	Original job description. Used Weekend and Evening Community Center Supervisor job description as a reference.	BOD 11.10.2022