

**TOWN OF BOLTON, CONNECTICUT
JOB DESCRIPTION**

Job Title: Program Coordinator
Departments: Recreation and Senior & Social Services
Reports to: Director of Recreation
Director of Senior & Social Services
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Kyleen Mike, Director of Recreation
Carrie Concatelli, Director of Senior & Social Services
Last Amended: December 24, 2019

GENERAL PURPOSE

Creates, manages, and assists in the execution of programming offered by the Town of Bolton's Recreation and Senior & Social Services departments. Performs work in a manner consistent with the town's service excellence expectations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the supervision, development, and implementation of activities, classes, and programs offered by the Recreation and Senior & Social Services departments.
- Plans and schedules programs for the two departments to ensure minimal overlap in the types of programs offered and the dates and times at which they are offered.
- Coordinates department activities, classes, and programs with other departments, public schools, outside agencies, and others as needed.
- Provides customer service to the general public, answering program-related questions. Notifies program participants of the status of programs for which they have registered.
- Assists in the preparation of brochures, posters, news releases, flyers, social media posts, and related communications used to promote town activities and events.
- Collects statistical data and prepares related informational reports, including an annual recommendation of program and class fee adjustments.
- Assists with the scheduling and reservation of all recreational facilities.
- Maintains comprehensive knowledge of applicable laws/regulations; maintains awareness of trends and advances in the profession and implements as appropriate.
- Monitors inventory of department equipment, materials, and supplies; orders new supplies as needed; and ensures availability of materials to conduct program activities.

ADDITIONAL DUTIES

- Participates in meetings, seminars, and training sessions; may serve as a member of various employee committees; serves on special committees or working groups as assigned by the Director of Recreation and the Director of Senior & Social Services.

- Coordinates record-keeping information with other departments to assure uniformity of information and procedures.
- Assists in the training and management of seasonal staff and volunteers as needed.
- Provides additional support for special functions and performs related work as required.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving – identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; exhibits sound and accurate judgement.
- Interpersonal Skills – is respectful with the ability to establish effective working relationships with staff, community, organizations, governmental agencies, and the public. Ability to express new ideas effectively in oral and written forms and has the ability to be innovative and receptive to new ideas. Listens to others without interrupting. Shows respect and sensitivity for cultural differences.
- Public Relations – responds promptly to the public’s needs; responds to request for service and assistance with tact, fairness, respect, and sensitivity; upholds commitments.
- Organizational support – follows policies and procedures; completes administrative tasks correctly and on-time; supports organization’s goals and values; is an effective team player.
- Punctuality – is consistently at work and on-time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on-time.
- Quality Management – demonstrates accuracy and thoroughness in all work.
- Productive – meets organization productivity standards; completes work in timely manner and uses time efficiently.
- Proactive – demonstrates forward thinking in development of new programs.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor’s degree or equivalent with coursework in areas pertaining to recreation, leisure studies, or human services with preference given to candidates with at least two years of relevant work experience; or
- Any equivalent combination of education and experience.

Necessary Knowledge, Skills, and Abilities

- Ability to type with speed and accuracy and accurately process paperwork.
- Ability to analyze and synthesize complex information; ability to maintain efficient and effective recordkeeping systems.
- Skill in operation of listed tools and equipment.
- Ability to establish and maintain effective working relationships with other employees, public officials, and the general public.

- Knowledge and skill in the use of Microsoft Office applications, the Internet, and other technologies; ability to obtain a general working knowledge of new technologies as they become relevant to the Department and the position.
- Ability to collect and organize information as requested and to compose routine correspondence and reports.
- Ability to work efficiently and, from time-to-time, independently from department directors.

Special Requirements

- Valid driver's license or ability to obtain one.
- CPR, first-aid, and lifeguard certifications, or ability to obtain them within six months.

TOOLS AND EQUIPMENT USED

Personal computer, calculator, phone, copy machine, fax machine, and motor vehicle.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and physical environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to sit at work station for an extended period of time. While performing the duties of this job, employee is frequently required to communicate with others in-person and over the telephone. Must have ability to bend and reach to retrieve and replace files in filing cabinets. Must be able to enter information accurately into the computer and maintain manual records.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus in order to inspect documents, read instructions, and verify data.

Work is performed in an office setting. The noise level in the work environment is usually quiet with background sounds coming from members of the public, coworkers, and office machines. Occasionally required to drive to other town offices under possible adverse weather conditions, including extreme heat and cold.

DISCLAIMER

The above description is illustrative of tasks and abilities. It is not meant to be all-inclusive of every task or responsibility. The description does not constitute an employment agreement between the Town of Bolton and the employee and is subject to change by the Town as the needs of the Town and requirements of the job change. The employee will also be governed by the standards laid out in the Town's Personnel Policies.