

**TOWN OF GILBERT
CLASS SPECIFICATION
Program Leader**

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Programs	S5 – S6/B21	Non-Exempt

CLASS SUMMARY:

This class is the second level in the Programs series. Responsibilities as assigned may include: providing customer service; processing registrations and/or reservations; maintaining records; assisting in the planning, organization and implementation of programs; enforcing policies and procedures; and, monitoring and maintaining program equipment, supplies and materials. Based upon assignment, incumbents may supervise staff including conducting performance evaluations; coordinating training; and implementing hiring, discipline and termination procedures.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

PERCENT OF TIME

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
May supervise staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.	Varies 0 – 20%
Assists in the planning, coordination, implementation and evaluation of programs, events and/or activities according to policies and procedures. Provides or assists with instruction and education of courses, activities, or facility and/or equipment use. Serves as liaison between departments, vendors, events promoters, sports officials, and/or other program/event representatives.	Daily 20%
Assists in the administration, monitoring and maintenance of programs, events, and/or facility operations. Assists or oversees the preparation, maintenance and securing of facilities, program spaces, materials and equipment. Identifies and reports necessary repairs.	Daily 20%
Responds to requests, complaints, or issues and provides information and resolves conflicts or issues.	Daily 10%
Prepares, collects, and/or processes event invoices/payments, cash deposits, refunds, registrations, reservations, applications, agreements, reports, logs, and other program/event related documents. Purchases or initiates the purchase and distribution of materials, equipment and supplies.	Daily 10%

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Develops lesson plans, presentations, flyers, brochures, informational and/or program/event promotional materials. Maintains, enters, updates and retrieves database records and information.	Weekly 10%
May respond to emergencies and performs first aid or contact appropriate authorities.	Occasionally 5%
Performs other duties of a similar nature and level as assigned.	As Required

TRAINING AND EXPERIENCE:

High School Diploma or GED and at least 1 year of specialized or technical training beyond high school; customer service and programming experience in assigned area of responsibility; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATIONS:

- Valid Arizona Driver’s License
- Depending on area of assignment, requires:
- Lifeguard Instructor Certification
 - CPR/First Aid for the Professional Rescuer Certification
 - CPR/First Aid Certification
 - Water Safety Instructor Certification

KNOWLEDGE OF:

- Depending on area of assignment, requires knowledge of:
- Supervisory principles, practices and techniques;
 - Safety procedures;
 - Teaching methods;
 - Basic math concepts;
 - Modern office equipment.

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SKILL IN:

Depending on area of assignment, requires skill and key competencies in:

- Supervising, monitoring and evaluating staff;
- Planning;
- Coordinating;
- Managing time effectively
- Collecting and compiling data;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to operating a motor vehicle, moving fumes, odors, dusts, gases, poor ventilation, chemicals, oils, blood and other bodily fluids, extreme temperatures, travel, and environmental conditions such as disruptive people, imminent danger and a threatening environment.

WORKING TITLES WITHIN CLASS SPECIFICATION:

Environmental Services Inspector – B21
Environmental Outreach Specialist – B21
Pool Manager – S6
Recreation Instructor – S5
Recreation Instructor – Fitness – S6
Senior Recreation Leader – S5

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

CLASS HISTORY INFORMATION:

*Draft prepared by Fox Lawson & Associates LLC (BS)
Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)
Date: (05/13)*