

# Town of Ridgefield



## **POSITION AVAILABLE**

### **TITLE:**

**Assistant Director Programs & Operations**

Full Time-40hrs week Exempt with Non-Union Benefits

Monday-Friday (8:30am-4:30pm)

### **DESCRIPTION:**

**Responsible for the daily operations, planning and delivery of recreation programs and events for the Recreation Center.**

### **ESSENTIAL JOB FUNCTIONS:**

- ◆ Leads the development and management of all Town recreational programs at the Recreation Center, including seasonal programs; makes recommendations for future programming based on patron interest.
- ◆ Assists in the design and implementation of large-scale community events.
- ◆ Works with Parks & Recreation Director to develop individual program and activity budgets.
- ◆ Assists in the development and monitoring of departmental operating budget and revolving fund accounts.
- ◆ Develops job descriptions for recreation staff, assists in hiring process, designs and conducts training programs for staff, volunteers, board members and advocacy groups; evaluates staff performance.
- ◆ Attendance at Commission meetings on the third Tuesday of the month
- ◆ Attendance at Commission subcommittee meetings as needed
- ◆ Leads the recruitment, hiring, supervision and dismissal (when necessary) instructors and program staff
- ◆ Prepares program budgets including daily computation and interpretation of data for use in management reporting regarding operating revenue and expenses.
- ◆ Reviews and approves payroll and time records.
- ◆ Conducts regular staff meetings with department stakeholders
- ◆ Maintains inventory of program equipment and supplies; develops manuals; drafts policy and procedure documents.
- ◆ Promotes member/patron compliance with all Department policies, regulations and safety practices; Ensures customer inquiries and complaints regarding programs and facilities are addressed in a timely manner.
- ◆ Participates in meetings with Parks & Recreation Commission, Town boards and Leadership Team
- ◆ Performs a variety of related duties as required.

### **OTHER JOB FUNCTIONS:**

- ◆ Monitors new member sales and retention through a variety of reports such as weekly sales summary, monthly attrition reports and survey results. Develops and implements a membership feedback and retention program based on data
- ◆ Monitors the customer feedback program and facilitates responses in a timely manner; responds to patron questions, complaints and issues.
- ◆ Conducts surveys and focus groups to collect data for reports
- ◆ Performs other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- ◆ Ability to identify customer needs and assist in the design and development of programs to meet these needs.
- ◆ Knowledge of management, marketing, sales, and effective communication practices and techniques.
- ◆ Proficiency in using Windows based computer programs including word processing, spreadsheet and presentation software. Database experience is a plus.
- ◆ Intuitive understanding of website fundamentals and navigation. Website development and management experience is a plus.
- ◆ Ability to prepare and coordinate marketing and promotional materials; ability to make effective presentations to individuals and to groups.
- ◆ Ability to follow complex oral and written directions; ability to maintain complex records and databases and to prepare reports from the same.
- ◆ Ability to establish and maintain effective working relationships with potential customers, program participants, associates and the general public. Ability to effectively communicate verbally and in writing.

**PHYSICAL REQUIREMENTS:**

Normal office environment with typical business equipment; basic computer skills; ability to operate key board and answer telephone calls; ability to interface and problem-solve with the public.

**EXPERIENCE/QUALIFICATIONS:**

- ◆ Bachelor's degree, Recreation Management with course work in management, marketing, communications, business major or related field
- ◆ Progressively responsible experience in management, marketing or communications.
- ◆ Experience in health/fitness and/or recreation industry, public relations or communications required.

**JOB POSTING DATES:**      **August 16, 2022 – until filled**

**HIRING RANGE:**   **\$85,000 – \$94,000 Depending on Experience**

**Interested applicants should send completed application and resume to:**

**Town of Ridgefield, Human Resources  
400 Main Street  
Ridgefield, CT 06877**

or email: [personnel@ridgefieldct.org](mailto:personnel@ridgefieldct.org)   EOE