

## Teen Center Coordinator

**Departments:** Recreation

**Division:** N/A

**Appointing Authority:** Recreation Director

**Grade:** S2

**Revision Date:** 10/2022

**Bargaining Unit:** S

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### **Definition:**

Responsible for the effective coordination, design, outreach, and oversight of Teen Center programs, activities, and initiatives. Organizes, delivers, and evaluates programs; develops program goals; provides leadership to support staff; engages in community-wide networking and recruitment of participants, mentors, volunteers, and partners.

### **Supervision:**

Works under the policy direction of the Greenfield Recreation Commission and the Mayor.

Reports to and works under the supervision of the Recreation Director or Designee.

Provides direction and supervision for up to ten (10) employees, volunteers, and contractors associated with the operation of teen programs.

### **Environment:**

Varied work in a multi-task environment. Office duties are performed under typical office conditions. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled programs.

Performs varied and responsible administrative, clerical, and program operation functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

May have access to and control of confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation or policy.

Errors in judgment and administration decisions may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion, or legal and financial repercussions, and lower standards of service to residents.

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Upholds the Recreation Department's commitment to caring for individuals and families with a focus on teen development, healthy living, social responsibility, and basic principles of honesty, integrity, and commitment.

Works collaboratively with the Recreation Staff to develop and coordinate comprehensive programming, activities, and initiatives for students in grades 5+. Plans and oversees the delivery of day-to-day Teen Center program services.

Assists in overseeing daily administrative operations of the Teen Center including but not limited to receiving registration paperwork, processing program payments, and daily customer service calls.

Establishes program goals and objectives with the Recreation Director, ensures programs are successfully implemented and monitored, and evaluates programs to ensure all goals and objectives are achieved.

Supervises the Teen Center in a safe, inclusive, and fun way, promoting positive participation and building retention. Maintains the emotional and physical safety of individuals and provides positive influence and interaction as a role model. In consultation with the Recreation Director, make referrals to other services or agencies as needed.

Monitors daily attendance and participation, and encourages youth to participate in a variety of program activities. Works together with participants to adapt program materials to meet their specific challenges or needs.

Builds relationships with participants and their families that foster positive communication and partnership. Disciplines members and communicates with parents to resolve issues as they occur.

Provides leadership and oversight to Teen Center support staff and assumes authority and responsibility for the quality of work. Evaluates employee performance and offers guidance as needed. Participates in staff meetings and professional development.

Maintains Teen Center programming space and keeps inventory of equipment and supplies.

Develop and actualize marketing and recruitment strategies to engage teens in Teen Center activities utilizing multiple platforms including social media.

Effectively network with school officials, potential teen participants, mentors, volunteers, and community partners to build program capacity, sustainability, and efficacy.

Maintains current information on trends and teen programming in recreation through participating in continuing education programs and professional associations.

Performs all additional duties as assigned by the Director or designee

**Minimum Minimum Qualifications:**

Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying.

**Education and Experience:**

Associates Degree in recreation or related field; Bachelor's Degree preferred; 1-2 years supervisory experience in planning and conducting community recreation or teen related programs; experience with Windows computer operating system and programs; experience with database programs necessary.

**Knowledge, Ability and Skill:**

Able to effectively communicate with public and program participants. Able to work independently, solve problems, and convey a positive attitude. Possess the required knowledge, skills, and ability to perform position duties in a manner that will promote and assist the department to achieve its goals. Ability to work efficiently and effectively under pressure such as deadlines or emergencies.

Ability to work effectively with employees, public, participants, school district, community organizations, and others. Physical ability to lead, organize, participate, and train others in programs and activities.

Thorough working knowledge of departmental functions and municipal operations; of standard office practices and procedures; of use and operations of standard office equipment; ability to operate a personal computer in a Windows environment with proficiency in MS Office and G-Suite required; familiarity with RecTrac, website maintenance, and other data base programs, computer hardware and software applications; ability to learn departmental programs and to function independently, under general direction, in processing and overseeing all aspects of the position.

Ability to interact with the public and participants in an effective and courteous manner on a daily basis; and enjoy working with children, teens, and adults in a professional and friendly manner.

Ability to plan, manage others, analyze data, carry out projects, facilitate groups, and meet pre-set deadlines; Must perform all aspects of job responsibilities with honesty and integrity.

**Physical Requirements:**

Varying physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, sports equipment, or other departmental materials. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing/speaking ability requirements include telephone duties and the ability to interact with others.

Require participation in outdoor activities, subject to inclement weather and extremes in temperature, high noise levels during events, and frequent attendance at evening or weekend outings or events. Ability to lift up to fifty (50) lbs; to exert physical effort in the set-up, take-down, or operations of programs and events.

**Special Requirements:**

Possess a valid Massachusetts Driver's License, have an acceptable driving record and be insurable under the City's policy. Position requires a criminal records (CORI), SORI, DCF, and Fingerprint checks; must have flexibility as work schedule may include irregular hours, nights, weekends or varying schedules (including early morning or late night) depending on operational needs of the department; CPR and First Aid Certifications required (or agreement to obtain within 3 months of employment); Certified Park and Recreation Professional Certification desired, but not required

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

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**Approved:**

EXECUTED 11/02/2022 AND ON FILE IN THE HR DEPARTMENT

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Human Resources Director

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Date

Created 10/22

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Recreation Director

Mayor

[SSEA review n/a]