

South Jordan City

Job Description

Title: Special Events Supervisor
Org: 230270
Pay Grade: GH18

Effective Date: 10/17/24
FLSA: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Responsible for the overall planning, marketing, implementation, supervision and evaluation of year-round community special events, festivals, and related programs to promote economic development, a sense of community, and the quality of life in the City of South Jordan. Oversee the daily operation of special event programs, including all activities and relationships between patrons, attendees, volunteers, employees, and the community.

SUPERVISOR

Director of Recreation

POSITION(S) SUPERVISED

Special Event Coordinator
Special Event Assistant
Recreation Aide
Volunteers

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave. Occasional, 20% or less, of the essential job duties may be performed regularly from a remote location upon authorization.

Supervise the work of subordinate personnel engaged in special event and recreation programming and safety procedures.

Coordinate with volunteers and residents on a variety of projects or initiatives as assigned.

Plan, market, implement, and evaluate special event related programs. Implement special event programs within approved budget guidelines and assure cost recovery targets are achieved.

Manage community special event program registration, ticketing, participation, and feedback gathering using available software and online programs.

Maintain minimum special event program participation targets as agreed upon with supervisor.

Oversee special event programs contract administration.

Attend to participant needs and concerns assuring professional special event programming.

Conduct performance evaluations of division employees in accordance with the human resources policies and procedures of the city. Assist in hiring, training, employee development, performance evaluations and recommending disciplinary action of personnel.

Plan, organize, and oversee assigned special event recreation programming, including: offering suggestions and implementing recreation special event programs, evaluating the need and effectiveness of current special event programs, supervise assigned staff and implement training and alignment with department objectives, ensure proper staffing levels as determined by special event programming needs.

Monitor all assigned special event program budgets; track expenses and revenues generated by the special event programs: track daily, weekly, monthly, and yearly participation figures; suggest corrective measures as needed; make recommendations for capital improvements and equipment.

Secure alternative revenue sources as deemed necessary for special event programs (i.e. donations, sponsors, partners, grants, etc.)

Implement and supervise operating procedures as instructed by supervisor and direct the work of all full-time, part-time and seasonal staff of assigned special event programs.

Supervise daily operations of assigned special event programs.

Work cooperatively with contractual organizations in planning and implementing special event programs. Maintain knowledge and compliance of contractual obligations with organizations and vendors.

Ensure accurate recording of hourly labor and timely accurate payroll processing.

Record employee work hours, approve and submit time cards, and prepare reports needed to apprise management of facility status and accomplishments.

Comply with all purchasing policies and procedures.

Ensure the care and maintenance of all physical assets and facilities. Schedule the use of facilities and park space; review and inspect special event programs and operations for safety hazards and other potential problems.

Supervise the development of special event program operating procedures and development of emergency and safety procedures.

Investigate and resolve complaints or inquiries from employees, patrons, participants, attendees, and spectators concerning the operations of special event programs; deal appropriately with confrontational situations.

Coordinate and communicate effectively with internal city employees and individuals in external city and county agencies and organizations.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor's Degree from a regionally accredited college or university with major course work in parks and recreation, communications, public relations or related field.

AND

B. Three (3) years of progressively responsible experience in related position;

OR

C. An equivalent combination of education and experience in related position.

2. Special Qualifications:

Valid Utah Class D Driver License

Supervisor experience preferred

CPR/First Aid Certification

3. Knowledge, Skills and Abilities:

Knowledge of methods, techniques and procedures in the delivery of the community service events and programs, common recreational and social needs of various age groups, principles and procedures for implementing and directing community services or recreation activities, principles and practices of program budget monitoring, and

principles and practices of assigning and reviewing the work of others. Knowledge and experience in special events, festivals, recreation programs, etc. Knowledge of operational procedures of facilities.

Knowledge and experience in planning, prioritizing, and organizing a complex workload.

Excellent public relation and communication skills. Skill in working with diverse groups, individuals, youth, and children, in interpersonal conflict/dispute resolution methods, and organization and implementation of programs and activities in a professional manner.

Ability to operate a personal computer and Microsoft products.

Ability to work irregular hours, including nights, weekends, and/or holidays as activities require.

Ability to establish and maintain effective working relationships with co-workers, the public, news media and other departments or agencies; ability to follow written and oral instructions; ability to create effective working relationships with employees and the public.

Ability to develop and coordinate a community service or recreation special event programs suited to the needs of the community; plan, organize, coordinate and implement a community services program; establish and maintain effective working relationships with those contacted in the course of work; analyze, interpret, and explain section policies and procedures; communicate effectively orally and in writing; train and evaluate contract and temporary personnel; prepare detailed reports and other written material; provide office support, answer phones, and interact with the public.

4. Working Conditions:

Intermittent exposure to stress as a result of human behavior.

Incumbent of the position generally performs in an outdoor environment. Non-traditional working hours are required. Tasks require a variety of physical activities, such as walking, standing, stooping, sitting, reaching, lifting, etc. Talking, hearing and seeing are essential to the performance of the job. Daily exposure to weather extremes and seasonal conditions. The employee is occasionally required to use hands to handle, fingers to feel or operate objects, tools, or controls and reach with hands and arms. Mental application utilizes memory for details, verbal instructions and discriminating thinking. Frequent local travel required in normal course of job performance. Periodic exposure to weather extremes.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Special Events Supervisor	EEO-4 Class:	Para-Prof
Location:	Community Services Programs	EEOP Class:	Serv/Maint
Group/BU:	General Pay Plan	Tech-Net Match:	1275