



CITY OF  
PRINCE GEORGE

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# JOB DESCRIPTION

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<b><u>JOB TITLE:</u></b>	<b>PARKS &amp; RECREATION PROGRAMMER</b>	<b><u>SCHEDULE:</u></b>	<b>C</b>
<b><u>DIVISION:</u></b>	<b>PARKS &amp; SOLID WASTE</b>	<b><u>PAYGRADE:</u></b>	<b>10</b>
<b><u>DEPARTMENT:</u></b>	<b>CIVIC OPERATIONS</b>	<b><u>UNDER REVIEW</u></b>	

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## **JOB SUMMARY:**

The incumbent's role is to coordinate and ensure the success of events at Prince George parks, sport fields and outdoor recreation facilities. The incumbent ensures client needs are met by responding to customer requests, liaising with various suppliers, vendors, and stakeholders and maintaining professional relationships. Further responsibilities include receiving requests for parks and facility bookings, completing facility bookings, maintaining the facility scheduling system, preparing contract agreements and ensuring user compliance, as well as contributing to the continued development and enhancement of City-owned outdoor recreational facilities. A key function of the position is to ensure that client needs are met while maximizing the use of space. Performs related duties.

## **MAJOR RESPONSIBILITIES:**

**Under the general supervision of the Park Services Coordinator:**

### **Coordinates events and space allocation at parks facilities by:**

- meeting the scheduling needs of user groups;
- maximizing the use of space while balancing user group needs;
- making recommendations about facilities available and providing support to ensure that events are successful;
- collaborating with user groups to ensure bookings are in accordance with policies and bylaws;
- coordinating client needs and activities in cooperation with administration and park staff, volunteers and various service suppliers;
- meeting clients on site to ensure that needs are met;
- providing a high level of customer service to clients;
- maintaining professional relationships with clients, businesses, organizations and various agencies (ie. UNBC, Tourism PG, PG Chamber of Commerce) in order to generate future business, event and sport tourism opportunities;
- acting as an ambassador for the City of Prince George by representing the Prince George Parks & Solid Waste division and the community;
- assisting with the development of information and bid packages for local, provincial, national and international special events and tournaments in cooperation with the Park Services Coordinator;
- accepting facility bookings, maintaining the facility scheduling system, collecting

- contract fees, and invoicing users for the use of services provided;
- preparing and/or coordinating contract agreements;
- administering and ensuring user conformance of rental contracts to established City bylaws and policies;
- ongoing communication with user groups, clients, divisional and inter-departmental staff;
- ensuring relevant City bylaws and policies are adhered to by user groups;
- partnering with Staff to coordinate teamwork across the Division acting as a liaison between the Prince George Parks & Solid Waste Services and representatives from other City divisions:
- providing daily summaries and event updates to Park operation and administration staff;
- representing the department on assigned committees by providing expertise on the delivery of services and facility coordination;
- creating and delivering formal presentations as well as performing site inspections;
- arranging and providing tours and responding to general and specific phone or written inquiries;
- following up with clients regarding services and evaluating the services provided; and
- providing consistent, professional customer service to both internal and external customers.

**Provides facility-related financial and administrative services by:**

- assisting with budget preparation relating to facility rentals and providing supporting data for fees and charges;
- contributing to the development and maintenance of the Prince George Parks & Solid Waste Services budget including reports of use of space and bookings, forecasting revenues and expenditures and making recommendations for fees and charges;
- assisting with budget development and monitoring by coordinating information and preparing a variety of budget-related documents;
- entering data into the program registration system;
- reconciling, recording and reviewing various statistical and financial reports of programs;
- developing and maintaining operational procedures and appropriate administrative tasks;
- maintaining and updating various reports and special event listings pertaining to facility usage; and
- recommending and maintaining advertising, including website and other social media.

**QUALIFICATIONS:**

**Education:** Completion of Grade 12. Completion of a two-year diploma in hospitality, tourism, marketing management or a related field from a publicly-accredited, post-secondary institution recognized in the BC Transfer Guide.

**Experience:** A minimum of two years of related work experience.

**Knowledge and Skills:**

Considerable knowledge and demonstrated expertise in event coordination, outdoor recreation programming, leisure and sport program administration. Demonstrated ability to identify and meet community needs as they relate to areas of park hospitality and outdoor events and recreation. Ability to plan, develop, coordinate and administer parks programs and events. Demonstrated ability to effectively book space and maximize the use of available space while ensuring customer satisfaction. Demonstrated ability to research and analyze the effectiveness of a variety of community-based leisure and recreation programs. Demonstrated success in coordinating client needs and logistics for a broad range of outdoor events and recreation programming. Demonstrated commitment to customer service excellence. Exceptional ability to self-motivate and to work independently with minimum direction and supervision. Ability to establish and maintain cooperative, professional working relationships with user groups, community groups, representatives of external agencies, and other City staff. Ability to act as an ambassador and represent the division in a professional manner. Ability to deal courteously, tactfully and diplomatically with members of the general public, user groups, community groups, and internal customers. Ability to work within, and contribute to, a proactive team environment. Superior problem solving and decision making abilities. Excellent organizational, time management and project management skills. The ability to work to deadlines and handle a significant workload. Strong presentation and public-speaking skills. The ability to openly and respectfully communicate in a way that promotes understanding in both verbal and written form. Considerable knowledge and demonstrated competence in using software applications related to the position. Knowledge of WorkSafe BC regulations, occupational hazards, and safe work procedures as it relates to the position, including, but not limited to bullying and harassment, working alone and other significant hazards.

Valid BC Driver's License:            Yes  
Vehicle Usage:                            No.  
Police Information Check:            Yes

**Prepared by: S. LeBrun, S. Young**  
**Date prepared: December 2021**  
**Date revised:**  
**Revised by:**