



DSRP PROGRAM COORDINATOR FULL-TIME EXEMPT

A. GENERAL PURPOSE

The DSRP Program Coordinator is responsible for the creation, coordination, and implementation of all programming held at Ranch Park including year-round programming for youth and adults. The coordinator also performs clerical duties including the following: greeting and assisting visitors; answering the phone; receiving and distributing marketing materials; filing; copying; scanning; and meticulous record keeping. Provides various support to other DSRP Event Center operational needs as directed by the DSRP Manager and/or Parks and Community Services Director.

B. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greets the public and provides customer service to Event Center guests and members in a positive and proactive manner.
2. Works side by side with administrative staff to answer telephones and assist customers, guests, and members.
3. Assists in maintaining the programs page on the DSRP website and enters classes on the DSRP calendar.
4. Coordinates and leads all aspects of the Coyote Kids summer camp program.
5. Develops new Ranch Park programs that support the city's mission and align with the Master Plan.
6. Determines current and future needs for equipment and programs.
7. Recruits contracted service providers who are responsible for a variety of specialty programs.
8. Coordinates appropriate paperwork for all professional instructor contracts.
9. Recruits and supervises programs staff, provides evaluations and training, and implements disciplinary action, as required.
10. Manages the day-to-day operations for all programming to include emailing registrants (i.e., supply lists, registration, cancellations, rescheduling), prepping spaces for programs, purchasing any needed supplies, and being available onsite for the first session of each program.
11. Communicates with all DSRP staff and other operation areas regarding programs.
12. Evaluates programs, including attendance, schedules, expenditures, utilization of supplies, equipment, and surveys, and makes recommendations to ensure the delivery of quality services.
13. Utilizes appropriate resources to purchase equipment and supplies to successfully execute programs; maintains program materials and supplies through repairs and replacement as needed. Monitors program budget expenditures.

14. Drafts copy for promotional materials, correspondence, program catalogs, newsletters, and flyers for Ranch Park programming, and provides it to Communications & Marketing Director who creates and finalizes it
15. Maintains all programs utilizing registration software, including use of CivicRec.
16. Receives payments and follows correct payment processing, cash handling, and accounting procedures. Reconciles daily business transactions at the end of every day.
17. Receives and distributes general complaints. Uses independent judgment in handling general complaints with a high standard of customer service as primary motivator.
18. Provides general facility daily maintenance assistance for the Event Center including cleaning restrooms, common areas, and picking up and disposing of litter when necessary or required. Ensures the Event Center lobby/entrance is kept pleasant, clean, and orderly.
19. Understands and appreciates the value of internal and external stakeholders. Knows how to enrich, maintain, and develop community partnerships.
20. Other duties as assigned.

C. SUPERVISION

Works under the general direction of the Dripping Springs Ranch Park Manager. Supervises and ensures that all programming details are executed professionally and with attention to detail.

D. EDUCATION, EXPERIENCE, AND CERTIFICATIONS

1. Graduation with a bachelor's degree from an accredited college or university with major course work in a field related to the job, plus three (3) years of experience in a field related to the job. Experience may substitute for education up to a maximum of four (4) years.
2. A valid state driver's license.
3. Standard First Aid and CPR certifications required or the ability to obtain certifications within six months of employment.
4. Ability to establish and maintain effective working relationships with employees, City officials, media, and general public.
5. Ability to communicate effectively orally and in writing.
6. Ability to handle confidential and sensitive information while maintaining confidentiality.

E. TOOLS AND EQUIPMENT USED

Personal computer, including word processing, program and rental registration software, familiarity and skill with social media posting and marketing, and spreadsheet software; email, calculator, phone; printer; copy machine; and general maintenance equipment.

F. SPECIAL REQUIREMENTS

1. While performing the duties of this job, the employee is required to sit for extended periods of time.

2. The employee must be able to lift up to 50 pounds of office supplies, files, and equipment.
3. The employee is expected, on occasion to help with the physical labor of event set up and breakdown both in indoor and outdoor environments.
4. Must have reliable transportation.

G. WORK HOURS

This is a 40 hour per week position. Typical work hours are between 9:00 am and 6:00 pm including one unpaid hour for lunch, Monday through Friday, except holidays as determined by the City Holiday Calendar. Schedule will be dependent on programs. Some nights and weekends will be required as needed for successful facilitation of DSRP Programs, large DSRP hosted events, and City co-sponsored events. This is a full-time exempt position and eligible for compensatory time in lieu of overtime, as described in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL. Any compensatory hours performed must be preapproved by the direct supervisor.

H. WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to perform the essential functions if needed.

1. While performing the duties of this job, the employee regularly works outdoors. Indoor and outdoor environments; exposure to extremes in weather condition; exposure to vibrations and noise; work on slippery or uneven surfaces, work with electricity; work with and around heavy machinery, work in or near vehicle traffic; exposure to dust and fumes from motorized equipment; possible exposure to toxic chemicals.
2. The noise level in the work environment is usually moderate to loud.
3. Employee works in an environment adjacent to an indoor horseback riding arena. Must be comfortable with dust, noise, and other indoor arena elements.

I. SALARY

Salary is commensurate with the position. Pay days will be the days as listed in the current CITY OF DRIPPING SPRINGS PERSONNEL MANUAL.

J. BENEFITS

Benefits shall be in accordance with those outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL, as may be modified by the employee's offer letter and subsequent revisions to the Manual.

K. EQUAL OPPORTUNITY EMPLOYER

The City's employment decisions are made without regard to race, color, religion, sex, age, national origin, sexual orientation, handicap, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. If you would like to arrange for accommodations, we encourage you to contact the City Administrator at (512) 858- 4725.

Please note: *This Job Description is not a contract and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Job Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.*