

CLASS TITLE: PROGRAM PLANNER I

PURPOSE OF THE CLASSIFICATION: Under general supervision performs City wide program planning in the development, coordination and implementation of specialized programs, and performs other related assigned duties.

ESSENTIAL TASKS:

- Designs new programs, secures instructors or volunteers, manages contracts and schedules specialized programs at sites throughout the City to provide the highest level of measured customer satisfaction
- Sets and tracks performance measures to include revenue and marketing strategies and works with staff project performance team and focus groups
- Manages and coordinates numerous City and community specialized programs and services, such as aquatics and/or sports programming and/or special events
- Schedules and communicates resource needs between department/facilities staff, user groups and community agencies
- Performs planning and management duties including program research and evaluation to develop program standards to meet participant's needs and wants
- Interviews, selects, trains, supervises and evaluates fulltime, seasonal, volunteer and/or contractual personnel
- Manages revenues and expenditures through activity based costing to meet standards and budget targets
- Prepares reports and correspondence and communicates with appropriate committees as directed
- Creates and coordinates promotion and publicity with marketing group and facility/agency staff
- Promotes and stimulates good community relations and interaction with partnerships, user groups and affiliations, encouraging participation including investigating and resolving problems and complaints from the public
- Develops and maintains performance and safety standards for assigned programs and facilities
- Seeks nondepartment funding sources and program sponsorships and community partnerships to add value to existing programs
- Must report to work on a regular and timely basis
- Teaches water safety classes to the public in some positions
- Daily monitoring of seasonal swimming pool staff including onsite pool checks in some positions
- Instruction of first aid and CPR to full-time staff as well as seasonal staff in some positions
- Works with Pool Maintenance work crew to ensure pool operation standards in some positions
- Ensures quality control

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in specialized program area or related field and two (2) years of experience in program development; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the principles and techniques employed in developing programs; considerable knowledge of the principles of research and evaluation of community programs and user interests; and considerable knowledge of training, facility and material resources used in a broad program offering. Ability to understand program area, social and cultural interests, needs and conditions throughout the City; ability to communicate both verbally and in writing; ability to operate computer, analyze budget and finances and manage personnel; ability to manage multiple priorities and maintain a positive work setting; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, handling, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certification: Possession of a valid Oklahoma Class "D" Operator's License; Certification as a Park and Recreation Professional (CPRP) and first aid and CPR certification is preferred in some positions. Water Safety Instructor, Lifeguard, Lifeguard Instructor, CPR for the Professional Rescuer certifications are required in some positions. Aquatics Instructor Training, Certified Pool Operator (CPO) or Aquatic Facility Operator (AFO) are highly desirable in some positions.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; outdoors and in inclement weather and may require some evening and/or weekend work.

Class Code: 2533

EEO Code: N-02

Pay Code: AT-32

Group: Engineering, Planning and Technical

Series: Planner

Effective date: November 21, 2016