



## **Program Coordinator**

### **Dolton Park District**

**Contact Name:** Lonette Hall

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**Closing Date:** 2026-05-29

**Salary:** \$18.00hr - 20.00hr

#### **Description:**

The Recreation Coordinator serves as a key leadership position within the Recreation Department, responsible for coordinating program operations, supervising program supervisors, and supporting strategic initiatives led by the Recreation Manager. This role bridges day-to-day program execution with department-wide planning, ensuring consistency, quality, and alignment with the District's mission, goals, and community needs.

The Coordinator provides leadership in program development, staff supervision, operational systems, and customer experience while assisting with budget oversight and performance management.

#### **Supervisory Responsibilities**

- Directly supervise Program Supervisors and/or Program Specialists
- Assist in recruitment, hiring, onboarding, and training of full-time and part-time staff
- Provide ongoing coaching, mentorship, and performance feedback
- Support performance evaluations, goal setting, and professional development plans
- Ensure consistent implementation of policies, procedures, and service standards
- Serve as acting manager in the absence of the Recreation Manager when assigned

#### **Duties/Responsibilities**

##### **Program & Operational Leadership**

- Oversee daily operations of assigned program areas (camps, athletics, events, senior services, etc.)
- Ensure programs are delivered safely, effectively, and with high customer satisfaction
- Support Program Supervisors in planning, implementing, and evaluating programs
- Identify opportunities to improve program quality, participation, and revenue
- Ensure consistency across programs, services, and customer experience

## **Staff Leadership & Development**

- Provide direct supervision and support to Program Supervisors
- Facilitate regular team meetings and communication across program areas
- Assist in developing staff training plans (customer service, safety, DEI, systems)
- Build a positive, accountable, and inclusive team culture

## **Budget & Performance Oversight**

- Assist the Recreation Manager in developing and monitoring program budgets
- Review program performance metrics (KPIs), participation trends, and financial outcomes
- Support cost control, revenue generation, and resource allocation
- Provide recommendations based on data and program outcomes

## **Administrative & Systems Coordination**

- Ensure accurate recordkeeping, reporting, and program documentation
- Support scheduling, registration systems, and facility coordination
- Assist with policy and procedure development and implementation
- Coordinate across departments (maintenance, finance, marketing) to support operations

## **Community Engagement & Partnerships**

- Support development of partnerships with schools, organizations, and sponsors
- Assist with marketing and outreach strategies to increase participation
- Represent the District in community meetings, events, and collaborations

## **Strategic Support**

- Assist the Recreation Manager with department planning and goal setting
- Help implement new initiatives, programs, and service models
- Support long-term planning efforts and continuous improvement strategies

## **Required Skills/Abilities**

### **Leadership & Supervision**

- Ability to lead teams, delegate effectively, and hold staff accountable
- Strong coaching and staff development skills

### **Communication & Relationship Building**

- Excellent verbal and written communication skills
- Ability to build relationships with staff, community members, and partners

### **Operations & Organization**

- Strong ability to manage multiple programs, priorities, and timelines
- High attention to detail and process improvement mindset

### **Problem-Solving & Decision-Making**

- Ability to analyze situations, make decisions, and resolve conflicts effectively

### **Minimum Requirements**

- Bachelor's degree in Recreation, Parks & Leisure Services, or related field preferred
- 2–4 years of progressive experience in recreation programming or supervision
- Prior supervisory or lead experience required
- Experience with budgeting, program evaluation, and staff leadership preferred
- CPR/First Aid certification or ability to obtain within 6 months