



Manager of Programs and Operations

Northwest Special Recreation Association (NWSRA)

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Closing Date:

Salary: 51,831-65,000

Description:

POSITION SPECIFICATIONS

Job Title

- Manager of Programs & Operations

Department

- Programs & Operations

Direct Reports

- Athletics Coordinator
- Support Services Coordinator
- Operations Coordinator

Reports To

- Superintendent of Recreation

Benefits

- Medical, Dental, Vision, PTO, IMRF

Classification

- Full-Time

Schedule

- Estimated 40 Hours Per Week
- Ability to work a flexible schedule
- Monday – Friday; will include occasional evenings and weekends based on programming and association business needs

Salary/Hourly Wage

- \$51,831 – \$77,746

FLSA

- Exempt

JOB PURPOSE

The Manager of Programs and Operations guides and coordinates the development of seasonal programs, including leisure, recreation, and athletic programs, to meet the needs of the Association's participants. This role initiates the creation, delivery, and evaluation of recreation, therapeutic, and athletic programs that support the well-being of individuals with disabilities. It directs individualized and group program planning and supervises full-time employees, program leaders, coaches, drivers, and volunteers to ensure high-quality participant experiences. The position also oversees operational functions, including facility and vehicle logistics, maintenance coordination, vendor relations, safety, compliance, and recordkeeping. Additionally, the Manager serves as an advisor and oversees all Special Olympics programming for the Association.

POSITION QUALIFICATIONS

- Graduate from an accredited college or university with a bachelor's degree in Therapeutic Recreation, Parks and Recreation or related field of study.
- Certified Therapeutic Recreation Specialist Certification (CTRS) through National Council on Therapeutic Recreation Certification (NCTRC) or Certified Park and Recreation Professional (CPRP), or the ability to obtain certification within a timeframe determined by Association policy and/or the Executive Director.
- Current First Aid/CPR/AED certification, or the ability to obtain.
- Crisis Prevention Intervention (CPI) certification, or the ability to obtain.
- Ability to drive Association vehicles and obtain a commercial driver's license (CDL).
- Ability to maintain all required certifications.
- Minimum of three to five years of full-time experience working with individuals with disabilities.
- Knowledge of budget processes, including preparation, implementation, monitoring, and analytical review
- Demonstrated knowledge of the theory and philosophy of therapeutic recreation and community recreation, with a commitment to serving individuals with disabilities. Ability to work effectively with individuals with disabilities.
- Demonstrated ability to support, mentor, coach, and promote the professional development of supervised full-time employees to help them progress in their careers.
- Oversight and advisement of the Support Service, Athletics and Operations Coordinator regarding job-specific responsibilities.
- Ability to assess, plan, develop, implement, and evaluate therapeutic recreation programs.
- Highly motivated self-starter who is outgoing, confident, and possesses strong interpersonal and oral and written communication skills. A leader who demonstrates maturity, flexibility, and professionalism.
- Experience supervising, training, and evaluating both part-time and full-time employees while exhibiting individual organizational, supervisory, and leadership styles.
- Ability to work independently and as part of a team; solve simple to complex problems; demonstrate dependability, promptness, punctuality; and convey a positive attitude. Is able to guide the team with a positive, supportive attitude.
- Demonstrated strong organizational skills, including managing multiple deadlines and priorities with the ability to pivot when necessary. In addition, can oversee the deadlines and priorities of others while ensuring own work does not suffer.
- Demonstrated decision-making, advanced planning, and organizational skills, with the ability to perform required duties and make decisions, when necessary, independently under stressful situations.

- Proficient in Microsoft Office applications, including Word, Outlook, Excel, PowerPoint, SharePoint, and Teams.
- Represent the Association in a positive, respectful way when working with NWSRA Board Members, SLSF Trustees, interns, volunteers, part-time staff, families, participants, partner districts, and the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plan, develop and implement a variety of programs, including general, clubs, special events, Leisure Education, Winter, Spring and Summer camps, trips/overnights, Lightning Athletics, inclusive placements and cooperative programs, with creativity and enthusiasm.
- Assist the Leadership Team with the development, review, and implementation of organizational policies and procedures, providing recommendations to support best practices and operational effectiveness.
- Assist the Leadership Team in identifying training needs for Associations full-time and part-time employees and coordinate training opportunities to enhance staff performance and professional development.
- Oversee and ensure the smooth scheduling of department full-time and part-time employee program assignments.
- Oversee department part-time employee training and year-round in-service training with the Program & Operations Team.
- Prepare, manage and report on budgets for department, orientations, training, and other activities, including vacation trips.
- Recruit, hire, orient, train, supervise, and evaluate direct reports, maintaining ongoing communication through meetings, written correspondence, and oversight of responsibilities, including following disciplinary guidelines when necessary.
- Evaluate the progress of department full-time employees and make recommendations to the Superintendent of Recreation regarding salary adjustments.
- Monitor the development and coordination of department projects in each area of responsibility.
- Guide the professional and personal development of department full-time employees by identifying and creating opportunities for growth.
- Responsible for maintaining, reviewing, and updating department-specific policies and procedure manuals to ensure compliance, clarity, and effective day-to-day operations.
- Provide proper orientation, job instruction training, and in-service training for Association employees in the department.
- Prepare reports, recommendations, and complete special projects as required by the Superintendent of Recreation.
- Inventory, select and purchase supplies and equipment associated with areas of supervision and responsibility, including inventorying, cleaning, inspection, and re-stocking.
- Complete assignments including writing board reports, articles, letters, and other correspondence; proofread department employee work and other documents as needed.
- Collaborate with the Leadership Team to determine annual goals and objectives for the agency.
- Create, monitor and report on department, and personal development goals for self and department full-time employees.
- Work with the Management Team to oversee the Association APIE+D (Assessment, Planning, Implementation, Evaluation, Documentation) process within programs.
- Develop part-time employee and participant evaluations, distribute and compile results, and share with the Leadership Team.
- Provide on-call program support as required, including responding to urgent program or participant needs/issues, subbing in for programs, emergencies, and operational needs.

- Effectively use phones, computers, tablets, software, and the internet to perform job duties; prepare, receive, and understand written communications; and respond to phone calls, voicemails, texts, and emails in a timely manner.
- Drive Association or personal vehicles for recreation programs, meetings, or Association business.
- Assist with recruitment and outreach efforts by attending job fairs, school career programs, community events, and staff interviews.
- Perform other duties as needed to support the Association's Vision, fulfill the Mission, and uphold NWSRA's Core Values.

POSITION SPECIFIC ESSENTIAL DUTIES AND RESPONSIBILITIES

- Organize and lead meetings with the Management Team regarding seasonal program schedules for full-time employees.
- Support the Superintendent of Recreation by managing the brochure process, ensuring timelines are met, content is accurate, and all contributing staff complete their tasks.
- Ensure the Program Coordinator secures and files Independent Contractor agreements as needed to meet liability requirements.
- Provide oversight and direction to the Operations Coordinator responsible for the agency vehicle fleet, ensuring vehicles are properly maintained, scheduled for programs, and cleaned to support safe and reliable operations.
- Serve as a liaison between NWSRA and CILAs (Community Integrated Living Arrangements). Provide program counseling and support with registration for CILA residents.
- Serve as a member of the Program Development and Brochure assisting in proofing seasonal brochures.
- Serve as a member of the Safety Team.
- Serve as EPact Administrator for programs and athletics, with the ability to assign tasks to part-time employees.
- Support department staff in managing participant behaviors by providing guidance, coaching, and strategies to promote positive interactions and outcomes.
- Manage the coordination of two-night vacation short-trip program, supervise assigned staff, ensure service consistency, and develop the annual program budget, including hotel accommodations, attractions, meals, and transportation.
- Interview, hire, and train seasonal specialty instructors in collaboration with the Human Resources Coordinator to support department full-time staff.
- Serve as the final approver for department full-time employees when entering part-time employee schedules, reviewing and approving timesheets, and managing time-off requests consistently.
- Coordinate department part-time clothing purchases while maintaining the clothing budget, working with vendors for price quotes, ordering, payment, delivery, and distribution to department part-time employees.
- Carry the department on-call phone and respond promptly to calls and texts as received.
- Serve on the ITRS Inter-Agency Sports, Support Services, and Staffing Committee, and participate in additional professional committees that provide value to the Association.

PHYSICAL DEMANDS

The Manager of Programs and Operations must, with or without reasonable accommodation, be able to perform the following functions:

- Frequently stand, walk, sit, rotate, or feel; reach with arms and hands. The employee must be able to talk, hear, and see (both near and far).

- Gather, load, transport and set-up equipment and supplies.
- Ability to safely lift and transfer a minimum of 75 lbs. per load; or up to 40 lbs. of force constantly to move objects.
- Visual acuity required to operate Association vehicles.

WORKING CONDITIONS

This job operates in a wide variety of environments. The noise level can range from quiet to loud. When working indoors, conditions can include different types of lighting, temperatures, and noises. When working outdoors you may be exposed to different types of weather conditions, heat, humidity, frigid, windy and wet conditions along with a variety of insects. You may encounter various exposures such as pool chemicals, cleaning chemicals, infectious diseases and a variety of elements when driving and programming for the Associations programs or Foundation events.

EQUAL OPPORTUNITY EMPLOYER

Equal Opportunity has been, and will continue to be, a fundamental principle at NWSRA, which bases employment upon personal capabilities and qualifications without discrimination because of an individual's actual or perceived race (including but not limited to traits associated with race, such as hair texture and protective hairstyles such as braids, locks, and twists), color, religion, sex, gender (including gender identity and expression), age, national origin, citizenship status, work authorization status, ancestry, marital status, veteran status, disability, association with a person with a disability, sexual orientation, genetic information, unfavorable discharge from military service or military status, civil union partnership, order of protection status, pregnancy, childbirth or a medical condition related to pregnancy or childbirth, or any other protected characteristic as established by law. Applicants requiring a reasonable accommodation to participate in the hiring process may contact HR at HRteam@nwsra.org.