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## JOB DESCRIPTION

**POSITION:** Program Coordinator

**EFFECTIVE DATE:** November 10, 2022

**DEPARTMENT:** Recreation

**REPORTS TO:** Assistant Recreation Manager, Programming & Events

**DIRECT REPORTS:** Canada Summer Job Students

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### JOB SUMMARY

Reporting to the Assistant Recreation Manager, Programming & Events, the Program Coordinator is responsible for the day-to-day development, planning, scheduling, and supervision of recreational, cultural, and educational programs within the UNA's facilities and outdoor spaces. Teamwork, initiative, and a strong background in all types of recreation programming, including working with instructors, external contractors, community groups, volunteers, and participants of all ages are essential.

### OVERALL GOALS FOR THE POSITION

1. Develop, maintain, and manage seasonal recreation programs through building effective relationships with third party contractors and program instructors.
2. Be a collaborative team player, leading by example and embodying the recreation departments foundational principles of Building Belonging, Enriching Experience and Fostering Well-Being.
3. Develop effective means of delivering and evaluating UNA recreational programs and identifying community needs.
4. Maintain effective communication with instructors, program participants, community members and UNA staff regarding the management of recreational programs.

### ROLES, RESPONSIBILITIES AND EXPECTATIONS

#### Recreation Programming

1. Develop, implement, and evaluate recreation programming for the UNA.
2. Schedule and coordinate community centre programming.
3. Collect participant feedback and assess community needs through surveys and other means, incorporating information into the provision of programs.
4. Conduct data analysis of community centre programs.
5. Conduct research from other community centres and external organizations

#### Program Administration

1. Develop community centre administrative and program procedures.
2. Assist in the development and maintenance of programming policies.

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3. Coordinate program-related logistics, including managing program registration, resolving registration issues, and issuing refunds.
4. Hire new instructors and arrange instructor contracts for each program.
5. Ensure that all appropriate documentation for program instructors/contractors including WorkSafe BC paperwork, personal insurance information, criminal record checks and any communicable disease specific safety training is up to date prior to the commencing of seasonal programming.
6. Train, supervises and provide leadership to program instructors and volunteer instructors, as needed.
7. Source and coordinate the delivery of programs from third parties at UNA community centres.
8. Assist in financial matters related to programming, including program budgeting and processing instructor payroll.
9. Resolve schedule-related issues with relevant parties.
10. Effectively use, develop, maintain and improve the Explore Recreation registration system.

#### **Communication**

1. Communicate with UNA staff, instructors, programming partners and the public, using various media, to promote community centre programming.
2. Produce and develop content for the Recreation Program Guide and UNA website.
3. Collaborate with Communication Department in promoting community centre programs to the public.
4. Provide customer service to community centre patrons through various forms of communication.

#### **Special Events**

1. Plan, organize, and deliver special events for the community.
2. Coordinate with third party suppliers when needed.
3. Prepare debrief after special events.

#### **Community Centre Administration**

1. Assist in the development of recreation facilities policy and procedures.
2. Maintain the orderly functioning of UNA community centres including the maintenance of equipment and supplies.
3. Provide general office/staff support, including assisting the front desk staff when needed.
4. Provide input into the effective configuration of the Explore Recreation registration system.

### **SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED**

#### **Education requirements:**

- Degree or Diploma in Physical Education, Kinesiology, Recreation, Community Planning or Development and/or Leisure Services.

#### **Experience requirements:**

- Minimum of 2 years of experience working within and/or coordinating cultural, recreation, sport or community leisure services.
- Experience in a municipal setting is preferred.
- Experience in designing community centre programming.
- Specific experience in fitness and social programs and community engagement will be considered a benefit.
- Experience in analyzing programming statistics and producing periodic reports for executive review.
- Successful completion of a criminal record check



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**Technical knowledge, skills & abilities requirements:**

- Ability to be proficient in Microsoft Products such as Excel and MS Word.
- Familiarity with registration-based software systems such as PerfectMind and Activenet is essential.
- The ability to establish and maintain effective internal and external relationships that involve wide range of stakeholders.
- Ability to maintain confidentiality in all matters of a sensitive, political or controversial nature including appreciation of the sensitivity of political issues affecting the UNA.

**Soft skill requirements:**

- Think Strategically – Assess options and actions based on trends and conditions in the environment, and the vision and values of the UNA.
- Build Relationships – Establish and maintain effective working relationships internally and externally to achieve the goals of the UNA.
- Creativity/Innovation – Develop new and unique ways to improve operations of the UNA and to create new opportunities.
- Focus on Community Needs – Anticipate, understand, and respond to the needs of internal and external members and residents to meet or exceed their expectations within the UNA parameters.
- Plan – Determine strategies related to the role's accountabilities to move UNA forward, sets goals, creates, and implements actions plans, and evaluates the process and results.
- Lead – Positively influence others to achieve results that are in the best interest of the UNA.
- Make Decisions – Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the UNA.
- Organize – Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- Solve Problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Communicate Effectively – Demonstrate excellent verbal and written communication skills.
- Foster Teamwork – Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance effectiveness.
- Adaptability – Demonstrate flexibility, versatility and tolerance in a changing work environment while maintaining effectiveness and efficiency.
- Discretion – Understand and demonstrate ethical behaviour and business practices.

Please submit your resume and cover letter by **April 21, 2023** to:

**University Neighbourhoods Association**

202-5923 Berton Avenue

Vancouver, BC, V6S 0B3

Email: [josie.chow@myuna.ca](mailto:josie.chow@myuna.ca)

We appreciate all applications; however, only short-listed candidates will be contacted for an interview.

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