



HR/ Finance USE ONLY

Position Number: _____ Administrative Group _____ Level Placement: _____

Job Title: Community Programmer Date: February 23, 2022

Name: _____ Department: Community Services

Signatures: _____
Employee _____ Recreation Supervisor
Supervisor

Approval: _____
Department Head/Division Head _____ Human Resources

CAO

POSITION PURPOSE SUMMARY

Summarize the nature and **overall purpose** of the job in two or three sentences. Answer the following questions:

The Community Programmer will be the principal conduit through which attractions, events and tourism initiatives for our communities will be coordinated. The ideal candidate for this position will have a love for event management, provide outstanding customer service, have a good understanding of the economic impacts of community events, have excellent promotional skills, ability to engage our local businesses, develop promotional materials for events, and raise awareness of local business and attractions.

The Programmer is responsible for providing front line office administration; provides clerical assistance to the Director of Community Services, Recreation Supervisor and Operations Supervisor.

This position will collaborate and assist with coordinating and the delivery of recreation programs and services that are progressive and responsive to customer needs and form an inclusive, active healthy community.

RESPONSIBILITIES AND ACTIVITIES

Responsibility 1: Event Planning	30%
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- Reporting to the Recreation Supervisor, the Community Programmer acts as a resource person for community organizations and event promoters. This position also supports staff with Town events hosted by the municipality and may organize events as identified.
- Acts as the single point of contact for all special events held at municipally owned and operated venues in the Town of Cochrane.
- Assist in the administration of special events including ensuring insurance requirements are met and the contract has been approved prior to the start of each event.
- Attends, monitors, and/or is on-call/available during all special events including those held on evenings, weekends, and holidays.
- Responsible for the monitoring of the event' operational procedures and performance in accordance with applicable legislation.
- Develops and maintains an Event Guideline Manual.
- Recommends appropriate event locations and assist with facility bookings.
- Communicates upcoming events to the public, including updating the Town's webpage and Facebook with information on upcoming events.
- Liaises with external stakeholders (such as the Cochrane Board of Trade, and local businesses) to communicate event notices and potential impacts (such as road closures and noise by-law exemptions).
- Informs the broader hospitality community to ensure the widest support for events possible.
- Ensures that post event/promotion evaluations and recommendations for improvements for subsequent similar occurrences are documented.
- Assist during special events, including equipment and material setups and teardowns.

Responsibility 2: Programs Planning	20%
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- Oversee day to day functioning of programs and ensure programs are running according to plan. Instruct programs where required.
- Assist with community programs that serve the community while meeting the needs and interests of participants with exceptionalities. Liaises with community organizations to develop recreation opportunities for residents.
- Assist in the marketing, advertising, and promotion of services along with coordinating instructors to deliver program services.
- Flexible duties such as lifeguarding.
- Oversees a volunteer training program to assist individuals with support in order to participate in recreation services.
- Seeks out funding sources to assist in the operation of new youth & adult programs and recreational services and opportunities.

Responsibility 3: Customer Service	25%
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- Provide customer service support in the areas of general inquires, registrations, bookings, and program schedules relating to recreation and other community programs where applicable; preparing data reports related to registrations and staffing.
- Screen visitors, telephone calls, and mail directed to Community Service Department.
- Communicates operational needs to Town staff and coordinates logistics where necessary.
- Ensure compliance with the Alcohol Risk Management Policy at all Town facilities
- Actively promotes and markets the Town of Cochrane as a venue for community events.
- Act as a liaison between the Community Services Department and residents or community groups

Responsibility 4: Clerical/Administrative	25%
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- Assist the Supervisor by researching and providing event organizers current funding opportunities through grants and sponsorship best practices.
- Assist in Board meetings, takes minutes and maintains files and records.
- Contributes to marketing and promotional materials for recreation programs and special events including, but not limited to, the Recreation and Culture guide, brochures, and social media posts.
- Follows the priorities established through the Director of Community Services
- Performs various administrative services such as creating purchase order, processing invoices, processing payments
- Complete accident/incident reports, notifying supervisor of the same; contact appropriate emergency services as required.
- Assist in the supervision and training of part-time/seasonal staff
- Practice and promote positive attitudes and actions as a team player; recommend ideas and initiatives to enhance the workplace, recommend operational and capital facility upgrades.
- Performs other related duties as assigned including cleaning.

COMPLEXITY/JUDGEMENT (DECISION MAKING)

a) Decisions that are made independently, with consultation, or with consultation and approval of the supervisor.

Type of Decision	Frequency	Level of Complexity	Judgement	Examples Required
Customer Service	D	Diversified	Independently	Public interactions
Program Related	D	Routine	Independently	
Other	W	Routine	With consultation	Unscheduled repairs

b) What support is accessed to make decisions? Provide examples of relevant policies, procedures, budgets, experience or other factors that are applied to decision making.

- Standard Operating Guidelines.
- Health and Safety Guidelines
- The Town Policies and Procedures.
- WHMIS
- Others as applicable.

EDUCATION

Must have

- Must have a post-secondary degree/diploma in a related field such as Recreation and Leisure, Events Management, Hospitality and Tourism, etc.
- Certified Lifeguard or willing to obtain
- First Aid and CPR certification

As an Assets

- SMART Serve certified would be an asset.
- Approved WHMIS qualifications.
- Certified Personal Trainer would be an asset.

Will “an equivalent combination of education and experience”, be considered? Yes No

b) Is any provincial or another vocational or professional certification part of regulatory requirements or essential to performing the work?

Yes No If yes, please specify:

Required/Preferred	Type of Certification
Required	NLS certification
Required	First Aid and CPR
Required	

c) Specify any software packages and/or equipment used on this job, as well as specific skills and knowledge required.

- Diversified computer skills
- Microsoft Office

EXPERIENCE

Required previous related job experience	2 Years
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- At least two years’ experience in recreation and/or special events planning, preferably in a municipal setting, including exposure public relations.
- Demonstrate the ability to work independently and in a team environment.
- Ability to interact with the public courteously and professionally.
- Software knowledge and proficiency in Microsoft Word, Excel, PowerPoint, website maintenance, graphic programs, Adobe suite, and social media expertise is essential
- Strong initiative and customer service orientation
- Ability to communicate effectively in both official languages (French and English) is an asset
- Ability to establish and maintain cooperative relationships with other staff and project participants.

INDEPENDENCE

a) Guidelines, procedures, or policies that this position refer to when carrying out job duties or making recommendations

Specific Policy/Guideline/Procedure	How is it applied?	Examples required of how it is applied on the job
Standard Operating Guidelines	Closely	
Health and Safety	Closely	

CONSEQUENCES OF ACTION

Scope of Impact	Probability	Action (Examples Required)
Individual	High	Dealing with an immediate and urgent program emergency
Work team	Medium	Supporting a positive team environment.
Functional area	High	
Division	Medium	

WORKING RELATIONSHIPS

This refers to the relative importance/impact to the organization of necessary working relationships of the position holder with other people.

Interpersonal relations and communication with whom?	How often?	Purpose
The Town of Cochrane	Weekly	
The Council	Quarterly	
Team Members	Daily	
Public	Daily	
Provisional Entities	Monthly	

LEADERSHIP

“Operating leadership” refers to situations where there is a direct, clearly understood reporting relationship between the leader and staff. The leader is typically responsible for assigning the work, reviewing progress, and checking the results. The leader is also responsible for, but not limited to, performance reviews, discipline, coaching and mentoring.

“Functional leadership” may be provided by a person who is particularly knowledgeable or expert in a field or discipline. The expert may be required to provide direction, influence, facilitation, and/or consultation regarding the area of expertise to others, internal or external to the organization, where the expert has no formal supervisory responsibility.

Provide relevant examples that represent leadership responsibilities for this position.

Type of Leadership	Examples Required
Functional Leadership	Training new and seasonal staff

ACCOUNTABILITY FOR OUTCOMES

Accountability for Outcomes assesses the extent to which a job/role is answerable for actions and their consequences. It measures the effect of the job/role on end results or outcomes.

Accountability	Detailed Examples Required
Ensure work the position performs meets quality and service requirements	Must provide a safe, positive environment for participants and patrons
Ensure that functional delivery satisfies quality and service requirements	

PHYSICAL DEMANDS

Physical Demands:

What physical effort is required on a regular basis for the position (i.e. sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time)?

Activity	Duration	Frequency
Ability to lift up to 50 lb	Less than 1 hour at a time	Moderate
Standing	More than 2 hours at a time	Moderate
Walking	More than 2 hours at a time	Considerable
Repetitive work	Less than 1 hour at a time	Considerable

Sensory Demands:

What visual effort is required on a concentrated basis in the position (i.e., reading data or input of data, report writing, operating a computer, product counting)?

Activity	Duration	Frequency
Reading Data	More than 2 hours at a time	Considerable
Logging Data	More than 2 hours at a time	Considerable
Operating a computer	More than 2 hours at a time	Considerable

ENVIRONMENT

Working Conditions:

There is some degree of unpleasantness in the day-to-day activities of the job

Type of Condition		Examples Required
Chemical Substance	Regular	Working with ammonia, chlorine, acid, cleaning products, fuels, etc.
Heat	Regular	Working outside in the summer
Cold	Regular	Working in arena
Extreme Temperature	Regular	Working outside in the winter
Noise	Regular	Working around machinery

Hazards:

There are some degree of hazards in the day-to-day activities of the job

Type of Hazard		Examples Required
Toxic Substances	Occasional	Working around ammonia, chlorine, acid, fuels
Working around open water	Regular	Working around the pool and lakes