



CITY OF ANN ARBOR, MICHIGAN
POSITION DESCRIPTION

Parks and Recreation Coordinator

Job Code: 000470	
Service Area: Community Services	
Service Unit: Parks & Recreation	
Salary Grade (Non-Union): 4	Pay Scale (Union): CP: No
Exemption Status: Non-Exempt	
Accountable To: Parks and Recreation Supervisor	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: Yes	
Telecommuting Eligible: No	
Responsible for supervising the following positions: May oversee seasonal, temporary and regular part-time employees.	
Description Prepared By J. Landefeld 10/2023, 1/2024; updated by J. Anderson and S. Spooner 11/19/2025; Senior Center track added by B. Patton 12/2025; Aquatics tracked added by J. Landefeld and S. Spooner 3/2026 HR Review – CL, SS 1/23/2024; CW, HK 11/25/2025, 12/2025, 3/10/2026 Legal Review of Physical Requirements – MR 6/30/2022	

Date Job Description Finalized
3/11/2026

Role Summary

Performs work assigned by the Parks and Recreation Supervisor. Assists in the supervision, administration and management at department recreation facilities. These activities include, but are not limited to, managing safety and risk, customer service, recreation programs, maintenance of equipment, facility rentals, cash handling and the supervision of staff.

Duties

Duties are performed under the general supervision of the Parks and Recreation Supervisor or designee and may include the following:

Essential Duties

- Under the supervision of the Recreation Supervisor, takes the lead in planning, organizing and management of recreation facility operations on a day-to-day basis.
- Responsible for taking the lead in the one or more of the following areas: staff supervision/training, facility maintenance and upkeep, customer service including cash handling, program management and marketing, operational evaluation and improvements, and departmental support and leadership.
- Provides excellent customer service and be knowledgeable, friendly, and fun.
- Responsibilities include making cash-outs, handling deposits, inventory control, answering citizen complaints, and overseeing seasonal staff.
- Guiding the operation of the facility by the creation and implementation of policies and procedures.
- Directs recreation programs, such as day camps, festivals, and instructional classes as needed
- Takes a lead role in defining facility priorities and coordinating with City staff and available resources to implement facility improvements and operations.
- Assists with and can take the lead on projects or operational components as needed.
- Assists the Recreation Supervisor in the effective supervision of temporary staff, including training and performance management, as needed.
- Works alongside temporary staff, indoors and outdoors, to demonstrate, share knowledge and otherwise support facility operations.
- Coordinate with other departmental staff to provide staff resources, materials and equipment and support needed for various projects.
- Communicates with park planners, field crew and other appropriate parties to get approval for park projects.
- Produces written program materials and promotes and publicizes programs including quarterly updates to PAC or City Council. Examples include preparing and distributing press releases and quarterly volunteer newsletter; determining copy, layout, and distribution of flyers; preparing and presenting slides, videotapes and handouts; website content; and representing the Department as a community liaison.
- Works with facility and department staff to ensure effective facility and park operation and improvements.
- Assists other staff members in developing program budgets by researching budget needs and expenditures and supplying cost information.

- Monitors and assists in decision making for risk management of the operation of the facility and safety of the customers.
- Responsible for the overall operation of the facility in the Recreation Supervisor's absence

Senior Center

- Ability to create and implement new and existing programming independently.
- Ability to research and communicate with outside community resources.
- Make purchases for programming or the facility within budgeting parameters.

Aquatics

- Understanding of and ability to support, all city aquatic facilities
- Ability to meet and maintain all required aquatic facility safety standards, protocols and best management practices.
- Ability to create, implement, and manage new and existing programs
- Obtain and maintain all necessary aquatic-based certifications

Related Work

- Performs other duties as assigned including supporting other park facilities, which may involve driving from one facility to another and driving the livery van shuttles occasionally.

Knowledge of: (position requirements at entry)

- General management principles of Recreation Facilities and Programs
- Occupational safety principles, practices, and procedures
- Basic budgetary and financial practices and procedures
- Computers and software applications used in business settings
- Principles and practices of personnel management and supervision
- Outstanding customer service principles and practices
- Marketing/Social Media

Skills and Ability to: (position requirements at entry)

- Communicate clearly and effectively, both orally and in writing, including the ability to restate or reframe information to ensure understanding by diverse audiences
- Provide consistent, high-quality customer service with professionalism, patience, and composure
- Establish and maintain effective, non-partisan working relationships with employees, the public, and community partners
- Work effectively both independently and collaboratively as part of a team
- Demonstrate adaptability and flexibility in response to changing situations, priorities, and environments
- Assess, identify, and resolve problems using sound judgment and effective decision-making skills
- Make timely and effective decisions, including in complex or high-pressure situations
- Resolve conflicts and disputes in a respectful and constructive manner

- Coordinate the activities of others and contribute to shared goals
- Supervise and support staff, as applicable
- Prioritize tasks, manage time effectively, and meet deadlines
- Maintain accurate records, files, and documentation
- Utilize computer systems and software applications relevant to program operations
- Apply policies, regulations, and procedures accurately and consistently
- Prepare and present clear, meaningful reports related to program operations
- Present information clearly to groups and facilitate understanding
- Demonstrate attention to detail and accuracy
- Possess knowledge of the Ann Arbor community and the ability to build positive community relationships

Equipment

Computer and software applications, copier, printer, telephone, and other miscellaneous office equipment. The incumbent may be required to safely operate a parks truck.

Education, Training and Experience (position requirements at entry)

Required:

- Bachelor's degree in Parks and Recreations Management, Facilities Management, Recreation Management, Commercial Recreation or closely related fields are desired.
- A minimum of (3) three years of work experience in recreation facility management and in recreation operations and programs at a level of independent responsibility for decision-making, OR a minimum of three (3) years of experience working with older adults in an aging services, healthcare, or supportive services setting.
- Experience with cash handling, staff management, customer service and policy and procedure implementation.
- The City of Ann Arbor will consider an alternative combination of education and work experience.

Preferred:

- Previous experience scheduling and coordinating activities.
- Education and/or experience working with older adults and/or in senior care.
- Education and/or experience in the development and teaching/leading educational or recreational programming.

Licensing Requirements (position requirements at entry)

- Must have a valid Driver's License
- Must obtain a Michigan Chauffeur License and Medical Card within 30 days of employment if working at the livery.
- Must obtain CPR/AED and First Aid certification within 30 days of employment. The City offers CPR/AED and First Aid classes, which are free to Parks employees. Please note, your certification must be from an organization that has been approved by the Bureau of Community and Health Systems, Child Care Licensing Division.

Physical Requirements

Driving, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, moving, grasping, seeing and repetitive motions.

The incumbent must have the ability to safely operate a motor vehicle as incumbent may be required to drive a truck or other vehicle to different parks in the City.

The work often involves moving and lifting objects up to 50 lbs. such as tables, chairs, fitness equipment, sound systems, etc.

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties.