



Parks and Recreation Lead Aide #03057

City of Virginia Beach – Job Description

Date of Last Revision: October 10, 2025

FLSA Status: Non-Exempt

Pay Plan: Hourly

Grade: N/A

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Exhibit and follow the City of Virginia Beach and Department of Parks and Recreation Cultural Foundations and provide legendary customer service. Perform a variety of tasks related to the supervision, maintenance and operation of park and recreation facilities, programs, events, and revenue operations.

Representative Work Functions and Responsibilities

- In the absence of full-time staff, serve as site/facility/program supervisor, open and close facility, monitor and provide coverage, make schedule adjustments; make decisions or recommendation for delays, closures, or cancellations.

- Assist in providing supervision and operational training to part time members, volunteers or community service workers including feedback to improve operations in relation to performance feedback, recognition, or discipline.
- Assist with the planning, implementation and evaluation of structured and unstructured programs, facilities, events, and services including physical resources and/or rule and regulation enforcement for individuals or groups.
- Assist with the set-up, break down, monitoring and breakdown of facility, program or event areas including setting up tables, furniture, signage, custodial duties and varied equipment as needed daily or per event; conduct facility/site inspections to ensure that areas are in clean and safe condition.
- Initiate emergency protocols when necessary, including preparing or submitting incident or accident reports to appropriate supervisors. Recreation Center staff may serve as a certified First Responder.
- Serve as cashier, provide receipts, process receipts, reconcile and complete daily revenue report forms, prepare deposit slips and facilitate bank runs.
- May assist in providing basic clerical support by operating office equipment, answer and responding to phone calls/email, enter patron information in logs or enter data into appropriate software, filing, process information for reports, check in patrons by scanning cards, reviewing signing sheets or other required documentation to ensure appropriate registration and accountability.
- Assist in the promotion of department offerings such as recreation center services, department amenities reservations/rentals, events, classes, and programs by providing tours, meeting with patrons/citizens to provide related information and displaying promotional materials.
- Assist with facility/site reservations/rentals by educating patrons and citizens on various amenities, procedures, and requirements.
- Review, approve and process documents as required internally and externally.
- Occasionally represent the Division/Department at various meetings collaborating, interacting, and communicating with various groups, teams and outside agencies.
- Maintain, organize, sanitize, issue, collect and monitor the use of equipment, supplies, and amenities in order to ensure availability for proper use and safety.
- Ensure amenities are in a clean and safe condition by repairing resources using hand tools, small power tools or initiating work order requests.
- Provide custodial services including cleaning rest room fixtures, walls and floors with a germicidal disinfectant to remove bacterial germs and odors, vacuum carpets, sweep and mop resilient floors to remove dirt, debris and residue. Dust furniture, file cabinets, shelves, woodwork, and similar items, with a treated cloth to remove dust. Park Service teams will clean restrooms on a daily basis.

- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Courteously provides quality customer service to internal and external customers.
- Work in collaboration with other employees and volunteers to effectively operate, manage and maintain park and recreation grounds, complexes, programs, and facilities.
- Capable of assisting appropriate staff in routine problem solving as requested.
- Assist in the evaluation of programs, staff, participants, and volunteer; competently assists in the planning, coordinating, implementing, monitoring and evaluating citywide, structured or unstructured park or facility-based specialized park and recreation programs/events.
- Demonstrates ability to work and perform job duties independently.
- Clearly, accurately, and effectively communicates both orally and in writing to supervisors, subordinates, and patrons to accomplish division goals.
- With tact and courtesy, regularly and uniformly enforces rules and regulations.
- Opens and closes facilities in a timely manner.
- Utilize conflict resolution techniques.
- Accurately and punctually reports information, damages, incidents, accidents and discrepancies.
- Accurately collects, completes and assimilates reports, revenue forms, and/or department documents in a timely manner.
- Routinely operate and accurately handle the collection of fees.
- Accurately prepare nightly deposits.
- Adequately ensure programs, facilities, complexes, grounds, structures, and park amenities are thoroughly clean and in a safe condition.
- Answers telephone calls and customer inquiries in an efficient and courteous manner, directing them as appropriate.
- Skillfully encourages participants and citizen to take part in other department and program services by engaging them about their interests.
- Capable of assuming duties as assigned in the absence of a supervisor.
- Adequately ensures safety standards and care for programs, participants, and all department resources; safely operates city vehicles.

Minimum Qualifications

- High school diploma or GED, or must possess certification in a related field, and three (3) months of related experience and training which provides the required knowledge, skills, and abilities.
- Some locations may require a current and valid driver's license.

Special Requirements

- May require operation of a motor vehicle to carry out assigned duties. Program staff may transport patrons.
- Schedules may vary to include work early mornings, days, evenings, weekends, holidays, and overtime when required to meet operational needs.
- Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Individual location assignments will be determined by current department needs.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

Physical Requirements:

Physical refers to the requirement for physical exertion and coordination of limb and body movement.

1. Field Assignments-Requires medium to extensive work with walking, jumping, standing, stooping, lifting and raising objects; ability to lift or move, with and without assistance, objects or participants weighing more than 50 (fifty) pounds may be required.
2. Clerical Assignments- Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 (ten) pounds of force on a regular and recurring basis and routine keyboard operations.
3. Program Assignments- Requires light to medium work with frequent walking, standing, stooping, lifting and raising objects; exerting up to 50 (fifty) pounds on a regular basis may be required; ability to lift or move with assistance objects or participants weighing more than 50 (fifty) pounds may be required occasionally.

Mental Requirements:

Mental refers to the degree that the job involves cognitive activities, and use of mental processes.

1. Field Assignments -Performs entry level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of programming operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
2. Clerical Assignments- Performs clerical, manual, and technical tasks requiring a wide range of procedures and may require intensive understanding of a restricted field or complete familiarity with the functions of a unit or division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure; may apply moderate understanding of operating policies and procedures to solve complex problems; Positions are responsible for sales, exchanges, registrations and other customer services to the public.
3. Program Assignments – Performs entry level work requiring the application of principles and practices of a wide range of administrative, technical or program solutions to service operations and challenges; applies general understanding of operating policies and procedures to solve basic challenges.

Environmental Conditions:

Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.

1. Field Assignments- Performance of essential functions may require exposure to adverse environmental conditions, such as, extreme heat or cold, odor, fumes, wetness, water hazards, boat ramp launch temperature and weather extremes, hazardous materials, infectious disease, humid conditions, noise, traffic, and physical contact/injury while in a program setting or rude/irate customers, exposure to wildlife, i.e. poisonous/non-poisonous snakes, raccoons, foxes, spiders, etc.
2. Clerical Assignments-This job involves a risk of limited to no exposure to any environmental hazards.
3. Program Assignments - The job may risk exposure to extreme heat of cold, wet or humid conditions, noise, traffic and physical contact/injury while in a program setting.

Sensory Requirements:

Sensory refers to hearing, sight, touch, taste, and smell required by the job.

1. Some tasks require the ability to perceive and discriminate sounds, odors, depth, and visual cues or signals; visual acuity and field of vision, hearing, and speaking.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.