



Lincoln Park District

Job Posting

JOB TITLE: Program Coordinator

9/15/2026

TYPE: Full-time

LOCATION: 1400 Primm Rd, Lincoln, IL

REPORTS TO: Executive Director

POSITION SUMMARY

The Program Coordinator is a highly visible, public-facing position responsible for the development, organization, coordination, promotion, implementation, and evaluation of the Lincoln Park District's comprehensive recreation program. This includes recreational, art, athletic, fitness, youth, adult, and community programs; leagues and tournaments; special events; and activities held at Lincoln Park District facilities and throughout the community.

The Program Coordinator serves as an ambassador for the Lincoln Park District and is expected to demonstrate exceptional customer service, creativity, initiative, organization, professionalism, enthusiasm, and a commitment to community recreation.

The successful candidate will independently identify opportunities to improve existing programs, develop new programming, effectively market programs and events, build positive relationships with participants and community organizations, supervise seasonal staff and volunteers, and respond professionally and effectively to problems and unexpected situations.

This position requires an individual who can work independently while functioning as a member of a team, manage multiple priorities and deadlines, communicate effectively with a wide variety of people, and maintain a positive and professional attitude in a fast-paced environment.

The Program Coordinator is expected to be actively involved in programs and events and must be willing to work evenings, weekends, holidays, and occasional overtime as program and event schedules require.

ESSENTIAL FUNCTIONS

Program Development & Administration

- Plans, develops, organizes, implements, and evaluates Park District programs, activities, leagues, tournaments, and special events.

- Develops the format, structure, rules, schedules, and procedures for programs and sports.
- Researches current recreation trends, community needs, and successful programming practices and proposes new or revised programs for consideration.
- Identifies opportunities to increase program participation, community engagement, and revenue.
- Evaluates existing programs using participation numbers, revenue and expense information, participant feedback, and other appropriate measures.
- Develops recommendations for improving, modifying, expanding, or discontinuing programs when appropriate.
- Facilitates program registration and coordinates participants, coaches, instructors, officials, volunteers, and other personnel.
- Maintains accurate program schedules, registration materials, rosters, records, facility usage information, activity reports, and other pertinent documents.
- Determines program pricing in consultation with the Executive Director and in accordance with budgetary considerations and Park District policies.
- Assists with preparing program budgets and monitors program expenses and revenues.
- Creates invoices and maintains accurate financial and registration records.
- Reviews registration materials and rosters for completeness and accuracy.

Marketing, Public Relations & Community Engagement

- Develops and implements effective marketing and promotional strategies for Park District programs, events, leagues, and activities.
- Responsible for department advertising, website content, social media, and other digital communication.
- Creates flyers, graphics, advertisements, newsletters, social media content, program descriptions, and other promotional materials.
- Uses creativity and initiative to promote programs beyond traditional advertising methods.
- Evaluates the effectiveness of marketing efforts and adjusts strategies when programs are not meeting registration or participation goals.
- Develops relationships with schools, churches, businesses, civic organizations, community groups, arts organizations, youth organizations, and other potential community partners.

- Distributes promotional materials throughout the community and identifies additional opportunities to reach prospective participants.
- Attends community events, meetings, and activities to promote the Park District and develop community relationships.
- Represents the Lincoln Park District in a professional, positive, and enthusiastic manner.
- Serves as a visible and approachable representative of the Park District to residents, participants, parents, organizations, and the general public.

Customer Service & Public Interaction

- Serves as a primary point of contact for the public regarding recreation programs and events.
- Responds promptly, professionally, respectfully, and appropriately to questions, concerns, problems, and complaints.
- Provides assistance and direction to participants, parents, instructors, coaches, officials, volunteers, and community organizations.
- Explains Park District policies, procedures, program rules, and registration requirements clearly and consistently.
- Works to resolve problems while maintaining appropriate Park District policies and procedures.
- Maintains a positive, welcoming, and professional demeanor, including during stressful or challenging situations.
- Builds and maintains positive relationships with participants, families, staff, volunteers, instructors, coaches, youth organizations, community organizations, and the general public.

Staff & Volunteer Supervision

- Coordinates the recruitment and selection of instructors, coaches, umpires, referees, officials, volunteers, and other personnel required for programs and leagues.
- Assists with training, scheduling, supervision, and evaluation of program staff and volunteers.
- Provides direction and support to instructors, coaches, officials, and volunteers.
- Monitors staff performance and addresses concerns appropriately and promptly.
- Works to maintain a positive, professional, and respectful environment for staff and program participants.
- Oversees concession operations and concession staff as assigned.

- Maintains appropriate staff coverage for programs and events.

Event & Facility Operations

- Provides on-site supervision at programs, leagues, tournaments, and special events.
- Actively participates in event setup, implementation, cleanup, and follow-up.
- Responds independently and appropriately to unexpected situations, staffing issues, facility problems, participant concerns, and other event-related challenges.
- Monitors activities to ensure compliance with Park District rules, regulations, policies, and safety procedures.
- Monitors facilities and equipment for proper use.
- Monitors the condition of recreation facilities, courts, ball fields, playgrounds, and other facilities and documents and reports necessary maintenance or repair needs.
- Coordinates with other Park District staff regarding facility preparation, maintenance, and event needs.
- Performs various setup, custodial, courier, and other operational duties as necessary to successfully conduct programs and events.

Administrative & Communication Responsibilities

- Organizes the annual and seasonal calendar of programs and events.
- Assists in establishing work schedules and program staffing schedules.
- Composes correspondence, reports, program summaries, Board meeting materials, and other written communications.
- Prepares reports regarding program participation, revenue, expenses, activities, and effectiveness.
- Maintains organized and accurate department files and records.
- Uses Park District policies and procedures, recreational and athletic handbooks, first aid manuals, budgets, administrative records, registration materials, and other reference materials as necessary.
- Communicates effectively with the Executive Director and other Park District employees regarding program operations, staffing, concerns, and opportunities.

- Keeps the Executive Director appropriately informed of significant program, staffing, customer service, safety, or operational concerns.
- Performs other related duties, including assisting members and other clerical tasks at the administrative desk or gym desk, and other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

The successful candidate should demonstrate:

- Knowledge of the scope, purpose, and goals of community recreation programs.
- Knowledge of sports, recreation, athletics, special events, and principles of recreational programming.
- Knowledge of program development, event planning, marketing, and community engagement.
- Strong customer-service skills and the ability to interact professionally with individuals of varying ages, backgrounds, abilities, and personalities.
- Excellent written and verbal communication skills.
- Strong organizational and time-management skills.
- Ability to independently organize, prioritize, and complete multiple projects and responsibilities with competing deadlines.
- Ability to take initiative, identify problems and opportunities, and take appropriate action without requiring constant direction.
- Ability to evaluate situations, exercise sound judgment, make decisions, and solve problems effectively.
- Ability to remain professional and composed when dealing with difficult or stressful situations.
- Ability to establish and maintain positive working relationships with the public, employees, volunteers, instructors, coaches, officials, and community organizations.
- Ability to plan, organize, assign, supervise, and evaluate the work of employees and volunteers.
- Ability to motivate and maintain a positive working environment.
- Ability to develop creative and effective approaches to program promotion and community engagement.
- Ability to evaluate program effectiveness and use information to make improvements.
- Ability to work independently with limited direct supervision.

- Ability to adapt to changing circumstances and priorities.
- Ability to concentrate and accomplish tasks despite interruptions.
- Ability to understand and follow written and oral instructions.
- Ability to maintain accurate records and prepare clear and accurate reports.
- Ability to work an irregular schedule, including evenings, weekends, holidays, and occasional overtime.
- Technological proficiency with Google Workspace programs including Docs, Sheets, Forms, and Drive; Microsoft Office programs including Word, Excel, and PowerPoint; Canva or comparable graphic-design applications; and social media platforms including Facebook and Instagram.
- Ability and willingness to learn Park District-specific registration, scheduling, financial, website, and other software systems.
- Demonstrated ability to organize, budget, plan, market, and implement projects involving multiple deadlines and participants.
- Positive, professional, team-oriented attitude.
- Commitment to providing excellent service to the Lincoln Park District community.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that provides the knowledge, skills, and abilities necessary to successfully perform the position may be considered.

Preferred qualifications include:

- Bachelor's degree from an accredited college or university in Parks and Recreation, Recreation Management, Sports Management, Education, Communications, Business, or a related field.
- Two or more years of experience in recreation programming, athletics, event coordination, community programming, hospitality, customer service, nonprofit/community organizations, or a related field.
- Experience planning, promoting, coordinating, or supervising recreation programs, athletic programs, community events, or similar activities.
- Experience with social media, digital marketing, graphic design, website content, or community outreach.
- Experience supervising employees, seasonal staff, instructors, coaches, officials, or volunteers.

Equivalent combinations of education, training, volunteer experience, and professional experience may be considered.

Additional requirements:

- Valid Illinois driver's license and acceptable driving record.
- Current CPR, First Aid, and AED certification, or ability to obtain certification within six (6) months of hire.

WORK ENVIRONMENT

Work is primarily performed in an office environment; however, the position requires frequent work in recreation facilities and outdoor environments.

Work may occur in extreme heat, cold, rain, snow, wind, wet, dry, dusty, or otherwise changing weather conditions.

The position requires regular interaction with the public and may involve periods of standing, walking, lifting, carrying, moving equipment and supplies, setting up and taking down events, and other physical activities associated with recreation programming and special events.

The position requires flexibility to work evenings, weekends, holidays, and occasional overtime based on program and event schedules.

EMPLOYEE EXPECTATIONS

The Program Coordinator is expected to:

- Represent the Lincoln Park District professionally and positively at all times.
- Demonstrate initiative rather than waiting to be directed on every task.
- Take ownership of assigned programs, events, and responsibilities from planning through completion.
- Follow through on commitments and communicate proactively when challenges arise.
- Treat participants, parents, coworkers, volunteers, instructors, coaches, and members of the public with courtesy and respect.
- Actively seek ways to improve programs, services, communication, and community engagement.
- Maintain a welcoming and enthusiastic presence at Park District programs and events.
- Accept constructive feedback and use it to improve performance.

- Maintain confidentiality and exercise appropriate discretion.
- Follow all Park District policies, procedures, safety requirements, and applicable laws and regulations.

SALARY & BENEFITS

Salary starts at \$18.25 per hour, with benefits including dental, vision, and medical insurance, as well as eligibility for the Illinois Municipal Retirement Fund (IMRF), after completion of the 90-day probationary period.

APPLICATION PROCESS

Applicants should submit:

- Cover letter
- Resume
- Three professional references
- Responses to the required written questions below
- Required candidate work sample

Required Written Questions

Please answer the following questions. Responses may be submitted as a separate document and should be concise but specific.

1. **Program Development:** Describe a recreation program, athletic program, event, project, or activity that you have planned or helped organize. What was your specific role, what challenges did you encounter, and what was the outcome?
2. **Organization:** Describe a time when you had multiple competing deadlines or responsibilities. How did you prioritize your work and ensure everything was completed?
3. **Community Engagement:** If hired, what would you do during your first 90 days to learn what Lincoln residents want from their Park District?

Required Candidate Work Sample

Applicants should complete **one** of the following:

Option A – Program Marketing Exercise

Create a hypothetical marketing campaign for a new Park District program or event. Submit:

- A flyer or social media graphic
- A Facebook/Instagram post
- A short website/program description
- Three methods you would use to promote the program in the community
- A brief explanation of how you would determine whether your marketing efforts were successful

Applicants may use Canva, PowerPoint, Google Docs, or another program of their choice.

OR

Option B – Program Development Exercise

Develop a hypothetical new recreation program or event that you believe could be successful in Lincoln.

Include:

- Program name
- Target audience
- Program description
- Proposed date/time
- Location
- Registration fee
- Estimated participation
- Staffing requirements
- Equipment/supplies needed
- Marketing strategy
- Potential safety concerns
- Potential challenges and how you would address them
- How you would determine whether the program was successful

Application materials may be submitted by email to bstrait@lincolnparkdistrict.com or delivered to the Lincoln Park District front office at 1400 Primm Rd, Lincoln, IL.

The Lincoln Park District reserves the right to conduct interviews, skills assessments, reference checks, background checks, and other job-related screening as part of the selection process. Candidates must successfully pass a background check to be hired.