

## **COMMUNITY SERVICES MANAGER**

**DEFINITION:** To assist with the management, direction, and to coordinate the day to day activities and operations of the Community Services Department; coordinate assigned activities with other City departments; and provide highly complex staff assistance to the Community Services Director. This position exercises direct supervision over assigned professional, technical and clerical personnel. Areas of responsibility include, but are not limited to the evaluation, planning and implementing of recreation projects and the preparation and monitoring of the Department's budget.

**ESSENTIAL FUNCTIONS:** The employee must have the ability to:

- Manage and direct the day to day operation of the Community Services Department.
- Develop and implement goals and objectives for the City programs based on the demand for services and available staffing levels.
- Direct, coordinate, evaluate and review the work plan; meet with staff to identify and resolve problems; assign work activities and projects; and monitor work flow.
- Establish productivity standards and guidelines for measuring the performance of the Department.
- Prepare, implement and monitor the annual budget for assigned programs.
- Provide staff assistance to the Community Services Director.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Monitor, evaluate and analyze the efficiency and effectiveness of service delivery methods and procedures and make recommendations for improvement.
- Supervise, evaluate and train assigned personnel; work with employees to correct deficiencies; and implement disciplinary procedures.
- Implement safety programs and training to ensure the safety equipment is utilized by staff and that proper safety standards and procedures are followed.
- Prepare and present staff reports and any other necessary correspondence to the City Council, commission, committees, boards, and community organizations; perform a wide variety of public relations and outreach activities related to assigned programs.
- Develop and organize volunteer programs.
- Recommend and implement modifications to departmental policies and procedures as appropriate.
- Coordinate and participate in the design, preparation, and distribution of recreation publicity including brochures, press releases, flyers and printed schedules.
- Plan, organize and manage a program of recreation activities including cultural arts, youth and adult sports, special events, senior citizens and community center facilities maintenance and operations.

- Plan, organize and manage a program for marketing recreation facilities and developing partnership activities.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Must perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged sitting, standing, walking reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive movement and fine coordination in preparing reports using a computer key board. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and counter service.

**EXPERIENCE AND TRAINING GUIDELINES:** A combination of experience and training that would provide the required knowledge and abilities is qualifying. The employee must have knowledge of:

- Modern principles and practices of recreation program development and administration.
- Research methods and sources of information related to recreation.
- Methods and techniques of effective administrative report preparation and presentation.
- Recent developments, current literature and sources of information related to recreation program planning and administration.
- Principles and practices of supervision, training and personnel management.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Principles of marketing arts and services and contract development.
- Effective selection, supervision, training and evaluation of assigned staff.

**EXPERIENCE:** Five years and increasingly responsible recreation and community services experience including three years of administrative and supervisory responsibility. Experience developing partnerships, contracts and marketing information is desirable.

**EDUCATION:** Completion of the 12<sup>th</sup> grade or GED supplemented by college level coursework in recreation, business or public administration, education or a closely related field. A Bachelor's Degree is preferred.

**Licenses and/or Certification:** Possession of, or ability to obtain, an appropriate valid California driver's license.