

COMMUNITY SERVICES MANAGER

DEFINITION

To plan, organize, direct and coordinate divisional activities within the Community Services Department including either recreation, senior, paratransit and/or youth school, and community partnership; to coordinate assigned Community Services activities with other divisions and departments; and to provide highly complex staff assistance to the Community Services Director.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Community Services Director.

Exercises direct supervision over assigned professional, technical and administrative support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize, direct and coordinate assigned division activities within the Community Services Department including programs, operations, events and activities; act as liaison to community groups, boards, commissions, or advisory panels or groups when assigned.

Direct, oversee and participate in the development of assigned services and programs work plans; assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare the Community Services budgets and other service area budgets, as assigned; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training, and oversight, coordination and training for volunteers; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Manage facility use by coordination of activity and program schedules; oversee reservation requests, bookings, cancellations and denials of applications; resolve conflicts and maximize use of facilities by coordination with citizen groups and organizations; resolve administrative concerns by applying appropriate policies and procedures; negotiate and resolve sensitive and controversial issues or concerns; maintain and ensure high customer service standards are met.

Ensure maintenance of recreational facilities and equipment through supervision of a facility/equipment maintenance system; ensure safety protocols are enforced and compliance with fire, safety and ADA (Americans with Disabilities Act) requirements in the use of the City facilities for recreation and related programs and events; assist to coordinate capital projects related to park and recreation facilities.

Develop and implement strategies to enhance program generation; maximize public awareness of assigned programs by planning and implementing a comprehensive marketing and promotional programs; meet with a wide variety of groups and organizations to implement division programs and activities including public groups, clubs, organizations, partnership representatives, local schools, community or neighborhood associations, faith-based/grass-root groups, businesses, churches, law enforcement, and other segments of the community and agencies to promote assigned division activities and programs; monitor trends and interests.

Prepare grant requests; monitor grant-funded programs and budgets and prepare necessary reporting documentation; manage contracts that are funded by other organizations as assigned; ensure regulatory requirements for insurance, programs and activities are maintained.

Prepare and present staff reports; explain department programs, policies and activities; oversee other special programs and activities as assigned.

Represent the division and department to outside agencies, partnership liaisons and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Develop, disseminate and publicize in various forms of the media information about available programs, events, and services related to areas of assignment.

Research and prepare technical and administrative reports related to area of assignment; perform special studies as requested; prepare written correspondence; prepare agendas for meetings and subcommittees as needed.

Assist Community Services Director with annual reporting for federal, statewide, private and local tax measure funding sources or other annual reports as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of recreational program planning, development, implementation, oversight and coordination related to area of assignment.

Methods and procedures of facility use and parks management and equipment, tools and materials used in a variety of recreational and sports programs and activities.

Marketing and promotional techniques and software used in area of assignment.

Principles and practices of leadership, motivation, team building, customer service and conflict resolution.

Principles, practices, and methods of RFQ/RFP process, grant application, monitoring and reporting techniques; local and statewide private funding sources

First Aid, CPR, AED use, food safety and other safety protocols related to areas of assignment.

Pertinent local, state and federal rules, regulations and laws.

Modern office procedures and computer equipment.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize, plan, develop and direct recreation, senior, paratransit, and/or youth school, & community partnership activities within the Community Services Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Oversee, implement and forecast budget expenditures.

Conduct research; prepare promotional materials, reports and agendas; create and maintain a variety of records and documentation as needed for assigned area.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in recreation management, including two years of supervisory responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in recreation management, human services or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Possession of, or ability to obtain, a valid CPR, AED and First Aid certificate.

Established: February 2019

FLSA: Exempt