

COMMUNITY SERVICES SUPERVISOR

DEFINITION

To plan, organize, direct and supervise a variety of designated recreation, senior, paratransit and/or youth school, and community partnership programs, activities, services and operations within the Community Services Department; to coordinate assigned activities with other divisions; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Community Services Manager.

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:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assigned programs and activities; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in assigned programs, services and activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Organize, schedule and promote program activities by preparing program publicity materials, coordinating facilities, registering participants and collecting fees; meet with citizens and community groups and make public presentations.

Monitor program compliance with laws, rules, and regulations, enforcing safety policies and procedures.

Prepare reports and other written materials; maintain all related records and files pertaining to assigned program and activities.

Purchase program related supplies and maintain inventory; coordinate repair of equipment used

in assigned programs and activities.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

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 recreation administration including methods and techniques of program implementation for groups of varying ages and interests.

Equipment, tools and materials used in recreation, youth, and senior programs, activities, services and operations.

First aid, health, and safety standards and practices related to assigned programs.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

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

Ability to:

Organize, implement and direct assigned recreation, senior, paratransit, and/or youth school and community partnership programs, services, and operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; sit at desk 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.

Interpret and explain pertinent community service and recreation services and department policies and procedures.

Understand community needs in a variety of program areas and evaluate activities according to those needs.

Prepare clear, concise, and accurate reports and conduct presentations.

Assist in the development and monitoring of an assigned program budget.

Supervise, train and evaluate assigned staff.

Develop and recommend policies and procedures related to assigned operations.

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:

Three years of increasingly responsible experience in community service and/or recreational programs, including one year providing technical and functional supervision over assigned personnel.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in recreation, human development, sociology, gerontology, public administration or a related field.

License and Certificate

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

Established: June 2002

Revised/Retitled from Recreation Supervisor: February 2019

FLSA: EXEMPT