



CLASSIFICATION SPECIFICATION COMMUNITY SERVICES MANAGER

JOB SUMMARY:

Under direct supervision of the Community Services Director, the Community Services Manager plans, coordinates, and manages the administrative unit of the Community Services Department including the supervision of lower level professional, technical, and clerical staff; conducts highly complex work in support of recreational programs; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Community Services Manager is responsible for administering recreational programs; developing and monitoring the department budget; managing grants and/or contracts; and developing and implementing policies. This class differs from a Recreation Supervisor due the level of experience required, complexity of work performed, and level and scope of supervision over staff.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plans, implements, and oversees a variety of recreational programs, special events, services, staffing, and operational activities; analyzes special and ongoing programs and projects and determines priorities and scheduling; and estimates personnel, resources, and time required for programs, classes, and events.
- Prepares and monitors the budget for various programs and funds that support the operation of Community Services activities; develops the annual application of grants including park bond fund grants, recreation grants, and other community services oriented grants; reconciles program expenditures, budgets, and grant records; and works with federal, state, and local representatives to ensure compliance with funding guidelines.
- Assists in the planning and development of new capital improvement projects and the rehabilitation and management of various City facilities.
- Prepares staff reports and makes presentations to the City Council on various departmental programs, events, and activities.
- Monitors and keeps informed of current trends in the recreation field including legislation, court rulings, and professional practices and techniques, and evaluates their impact on City operations; recommends policy and procedural improvements; and assists in the development and implementation of department policies and procedures.
- Responds to inquiries, complaints, or requests for information and services from various public and private agencies in the resolution of issues regarding recreational services and programs.

- Advises and otherwise provides assistance to the Community Services Director on special assignments and acts as a liaison to the Community Services Commission, other City departments, the public, and other agencies on recreational related issues.
- Provides supervision and training for subordinate staff; prepares work schedules; determines work procedures and issues written and verbal instructions; and prepares and administers performance evaluations.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Theories, principles, and practices common to the field of recreation and leisure services; procedures, methods, and techniques of recreation program development and administration; modern methods of financing, budgeting, and facility development, rehabilitation, and management; office administration practices and procedures; and City department policies and procedures.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.
- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

Skills/Abilities:

- Understand community needs in a variety of recreation areas by analyzing problems, identifying alternative solutions, and developing recommendations.
- Correctly interpret and apply general administrative and department policies and procedures.
- Communicate clearly and concisely both orally and in writing, which includes using tact and discretion in dealing with sensitive situations and concerned people and customers.
- Understand and follow oral and written directions as provided; work with minimum supervision; create and edit a variety of documents; and organize and maintain office and specialized files.

- Plan, organize, train, and manage the work of assigned staff; resolve grievances and complaints; and establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- Bachelor's degree in recreation or leisure programs, public administration, finance, or a closely related field.
- Five years of increasingly responsible experience performing analytical work in a recreation-based organization, with at least two years of experience in a supervisory or lead capacity.
- Local government experience is desirable.

Licenses and Certifications:

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

PHYSICAL DEMANDS:

- Ability to lift up to 25 pounds or more; sit, stand, squat, kneel, climb stairs, stoop, and walk for prolonged periods of time; and get from one location to another in the course of doing business.

WORK ENVIRONMENT:

- Work is performed in a standard office setting and at indoor and outdoor recreational facilities. Employee may travel to different locations and may be exposed to inclement weather conditions, noise, vibration, or dust. Noise level in the work environment is usually moderate to high and the employee may be exposed to loud talking and frequent interruptions from telephones, City staff, and/or members of the public.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Revised Date: July 26, 2018