



MARCH 2015
FLSA: EXEMPT

COMMUNITY SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the work of personnel performing difficult and complex professional, technical, and administrative support related to the programs, facilities, community events, and activities of the Community Services Division; administers current and long-term planning activities; manages the effective use of the division's resources to improve organizational productivity and customer service; provides complex and responsible support to the City Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Community Services Director. Exercises direct and general supervision over supervisory, professional, technical, and administrative support staff as well as volunteers.

CLASS CHARACTERISTICS

This is a management classification that manages Community Services activities, including the operations and maintenance of the City's recreation programs, human services, community events, grounds and facilities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability, independent judgment, and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Community Services Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other City departments, community groups and public agencies. This class is distinguished from the Community Services Director in that the latter has overall responsibility for all community services programs, activities, facilities, and community events and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Community Services Division; ensures efficient use of resources and appropriate provision of programs and services.
- Develops and implements goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.



CITY OF AVALON

- Develops, administers, and oversees division budgets; monitors revenues and expenditures for equipment and vendors; develops contracts with vendors, service providers, and other agencies.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Community Services Director.
- Selects, motivates, trains and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues in coordination with Human Resources; administers discipline and termination procedures; reviews the work of department personnel to ensure compliance with City programs in delivery of community based programs that meet the needs of the community.
- Supervises all facility use elements for the division; works with community youth athletic groups on facilities and programming.
- Sets up community events including moving and setting up tables, tents, chairs and other items used in the various recreation programming and departmental activities.
- Develops and reviews staff reports related to assigned recreation programs and operations activities; presents reports to city council and community groups.
- Develops, maintains, and reviews staff, financial, and statistical reports related to grants, program participation and analysis, staff performance, expenditures, and revenues.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Provides advisory support and acts as a liaison to City departments, commissions, citizen committees, community partners, and volunteers to facilitate the delivery of recreation, cultural, and natural resource programs and services; builds partnerships and coalitions.
- Works with community groups and residents in the development and coordination of programs, facilities, use agreements, and leases.
- Creates, directs and manages marketing strategies and promotional plans for City-wide recreation services programs and facility use; manages the development of public relations materials and develops strategic alliances with the media for marketing of programs and promotion of the benefits of recreation services programs to the community.
- Develops, monitors, and reviews fundraising activities and revenue generating programs of the division; develops strategies, programs, and methods for recognizing donors and monitoring funds.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of community and recreation services; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Assists the Community Services Director with special projects, as needed.
- Performs other duties as assigned.

QUALIFICATIONS



Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of recreation and community service program development and administration, including program implementation, review, and evaluation, budgeting, purchasing, and personnel management.
- Procedures for planning, implementing, and maintaining a variety of community services, recreation and leisure activities and programs through community participation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Recreational needs of the community.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned divisions.
- Record keeping principles and procedures.
- Modern office practices, methods, computer equipment and computer applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, community, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop, plan, coordinate, and implement a variety of community services, recreational programs and facilities suited to the needs of the community.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with community groups, governmental agencies and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Negotiate and administer contracts.



- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Graduation from an accredited four-year college or university with major coursework in recreation administration, public or business administration, or a related field and four (4) years of increasingly responsible management and/or administrative experience in community and/or recreation services and recreation program administration, including two (2) years of supervisory and/or management experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of valid First Aid and CPR certifications.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City recreation sites, to operate a motor vehicle, and to visit various City recreational facilities and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, as well as outdoors for setting up and running community events subject to a wide range of elements and potential of inclement weather. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.