



# COMMUNITY OUTREACH SUPERVISOR

## SUMMARY

Under direction, develops, implements, monitors, evaluates, and supervises the operations of the district-wide communications, community outreach, and volunteer program. Hires, trains, evaluates, and supervises staff; initiates community-based programs and activities; and performs related work as required.

## SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher-level management staff. Exercises direct supervision over assigned staff and volunteers.

## DISTINGUISHING CHARACTERISTICS

The Community Outreach Supervisor is a direct supervisory level class responsible for developing, implementing, monitoring, evaluating, and supervising the operations, staff, and activities of program areas and affiliated facilities to maximize service delivery to the community. The Supervisor will act independently and demonstrate initiative and discretion. This classification is distinguished from the Department Manager in that the latter is responsible for strategic planning and management of all District Community Services programs.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

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.

1. Develops, implements, monitors, evaluates, and supervises the operations of assigned community service program areas.
2. Oversees and supervises the activities of subordinate staff and volunteers; selects, assigns, trains, directs, schedules, and monitors staff duties; evaluates employee performance and initiates disciplinary actions when needed.
3. Responsible for the appropriate training of employees in assigned areas of responsibility; plans and conducts in-service training programs; monitors status of required licenses and certifications; structures the evaluation and professional development of program staff to ensure a high performing team.
4. Supervision of District-wide Volunteer Program.
5. Oversees and manages community outreach.
6. Manages District-wide communications efforts including website, email newsletters, printed materials, social media, press releases, and seasonal activity guides.
7. Conducts research to identify programs of value and interest to the community; evaluates program effectiveness and viability; makes recommendations on new programs or modifications of existing programs to meet community needs.
8. Serves as a liaison and resource for community agencies and other organizations; performs community outreach to promote programs and stimulate interest in District offerings.
9. Serves as District representative with external organizations; attends and/or speaks at meetings, community and professional functions, and conferences as assigned.
10. Works collaboratively with other departments; confers regularly with other supervisors and managers on District messaging, volunteer opportunities and district projects.
11. Prepares marketing materials, such as course descriptions, program brochures, newsletters, and announcements; uses social media and other forums to maximize community outreach and participation.
12. Develops, implements, and recommends effective maintenance and safety programs, procedures, and guidelines; conducts periodic inspections and ensures program facilities are properly maintained for optimal safety.
13. Prepares and manages program budget and grants; projects revenue and expenditures; monitors and tracks expenditures and fees collected; monitors inventory and purchases authorized supplies and equipment.
14. Manages fee collection, accounting activities, and program registration in assigned areas; reviews records and files to ensure proper accounting and documentation consistent with District policies and procedures.
15. Liaison to LARPD Foundation 501(c)3 nonprofit organization that supports and fundraises for LARPD projects and programs.
16. Identifies grant opportunities; develops and prepares grant proposals.
17. Maintains records on program activities, attendance, and other pertinent information; prepares a variety of operational and business reports, and associated correspondence.
18. Assists with District special events as needed.
19. Performs other duties as assigned.



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## QUALIFICATIONS

### Education and Experience:

- Bachelor's degree in recreation, social services, psychology, or a related field;
- AND**
- Five years of relevant work experience in community service, with at least one year in a supervisory capacity.
- OR**
- Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities.

### Knowledge of:

- Principles, practices, methods, and techniques of planning, developing, implementing, and evaluating assigned community services programming and facility management.
- Principles and practices of supervision and leadership, including work planning, assignment review, evaluation, discipline, and training.
- Relevant laws, rules, regulations, policies, and procedures.
- Occupational hazards and related safety precautions.
- Principles and practices of grant writing and management.
- Principles and practices of administrative procedures, recordkeeping, budgeting and financial management.
- Principles and practices of contract and procurement administration.
- Principles and techniques for fostering effective work groups, inter-departmental relations, and community partnerships while providing a high level of customer service.
- Modern office practices, methods, and computer equipment and applications.

### Ability to:

- Select, supervise, and lead staff and volunteers, including planning, organizing, training, evaluating, and coordinating the work of multiple assigned program areas and teams.
- Plan and develop policies and procedures to benefit participants in a variety of community services program areas.
- Identify and analyze community needs and promote interest in assigned program areas.
- Understand, interpret, and apply all relevant laws, rules, regulations, policies, and procedures.
- Manage budget development and monitor program revenue and expenses with accurate financial records and reports.
- Prepare and distribute public information, marketing materials, activity guide, and other District communications.
- Speak effectively in public.
- Independently organize work, set priorities, meet deadlines, and follow up on assignments.
- Demonstrate strong customer service skills and establish, maintain, and foster positive and effective working relationships.
- Use English effectively to communicate in person, over the telephone, and in writing.

### Licenses and Certifications:

- Completion of American Red Cross First Aid, CPR, and AED training within six months of hire and maintain certification throughout employment.
- Relevant professional certifications are desirable.



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### PHYSICAL DEMANDS

Must possess: mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various recreation and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Standing in, and walking between, work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, calculator and to operate standard office equipment. Incumbents frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 up to 40 pounds or more with assistance and/or the use of proper equipment.

### ENVIRONMENTAL ELEMENTS

Incumbents work in both indoor and outdoor environments with moderate to loud noise levels. May work in controlled temperature conditions, cold and hot temperatures, or inclement weather conditions. Incumbents will interact with individuals in interpreting and enforcing rules, policies, and procedures.

### WORKING CONDITIONS

Incumbents may be assigned an irregular work schedule, including weekends, early mornings, evenings, and holidays.

### PRE-EMPLOYMENT CONDITIONS

- Department of Justice fingerprint clearance.
- TB Test

### CLASSIFICATION DETAILS/HISTORY

Job Code: 5240L

FLSA Status: Exempt

Supersedes: Updated

6/15/23