



## **SUMMARY**

Under general direction, plans, oversees, and provides administrative, budgetary, and work-flow management to the Community Services Department; analyzes department practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, and evaluation for assigned projects and programs; acts as liaison with various community, public, and regulatory agencies; and performs related work as required.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the General Manager. Exercises supervision over assigned professional, technical, and office support staff, either directly or through subordinate levels of supervision.

## **DISTINGUISHING CHARACTERISTICS**

This management classification is responsible for Community Outreach, Senior Services, Youth Services, and Volunteer programs. Actively researches and identifies community needs and trends; develops partnerships within the community which include public and private agencies, cities, and school districts. Acts as a liaison between the District and the community; develops policies and procedures to meet the needs of the Community Outreach program. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making.

## **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. Recommends and develops goals, objectives, policies, procedures, work standards, and administrative control systems for the assigned department.
2. Participates in and oversees the development and administration of the department budget; monitors revenues; controls and approves expenditures; identifies and recommends resolutions for budgetary issues.
3. Identifies grant opportunities; develops and prepares grant proposals; manages grants.
4. Plans, designs, develops, organizes, oversees, and administers multiple department-specific programs, projects, systems, procedures, and methods of operation; develops and manages program budgets; determines staffing, equipment, and facility programmatic needs and makes recommendations related thereto.
5. Supervises, trains, motivates, and evaluates assigned personnel; participates in the recruitment and selection of department staff; provides or coordinates staff training as needed; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the General Manager.
6. Serves as a liaison to employees, public and private organizations, community groups, and other organizations; provides information and assistance to the public regarding the assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
7. Conducts a variety of analytical and operational studies and surveys regarding department activities, including complex financial, budget, personnel, operational, or administrative matters; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
8. Ensures compliance with federal, state, and local laws, regulations, and ordinances; recommends changes in policies and procedures as needed.
9. Prepares and submits Board of Directors reports and various other commission, committee, and staff reports as needed regarding assigned activities.
10. Confers with other management staff regarding the provision of administrative and support services, including contracts, agreements, and financial reporting.
11. Oversees assigned department's performance, including department work plans; plans and forecasts workload and routinely assesses progress against established work plans.
12. Maintains records and files; ensures compliance with the District's Records Retention and Destruction Program.
13. Represents the District to customers in explaining District policies; provides outreach and public education programs to the community, other District departments and divisions, and other public agencies.



## COMMUNITY SERVICES MANAGER

14. Participates on a variety of interdisciplinary committees and commissions and represents the District to a variety of community and stakeholder groups.
15. Attends meetings with various groups, including District management, department management, professional associations, and intergovernmental committees to remain current on procedures, regulations, and rules related to the area of assignment; stays abreast of new trends and innovations related to the area of assignment.
16. Establish and maintain relationships with other agencies and organizations in the community in order to meet community needs and to ensure that services are not duplicated.
17. Analyze proposed legislation, regulations, or rule changes in order to determine how agency services could be impacted.
18. Performs other duties as assigned.

### QUALIFICATIONS

#### Education and Experience:

- Bachelor's degree in recreation administration, business or public administration, or a related field is required; Master's degree is highly desirable;

**AND**

- Five years of relevant work experience, with at least three years in a supervisory capacity.

**OR**

- Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities.

#### Knowledge of:

- 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 public agency budget development and administration and sound financial management policies and procedures.
- Services, programs, and operational characteristics of the assigned department at a level sufficient to successfully perform the work.
- Principles, practices, and procedures of funding sources and grant funds disbursement, depending on assignment.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of grant writing and management.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Public relations techniques.
- Principles and practices of contract administration and evaluation.
- Recent and ongoing developments, current literature, and sources of information related to the operations of the assigned division.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

#### Ability to:

- Develop goals, objectives, policies, procedures, and work standards for the assigned department.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Plan and conduct effective management, administrative, and operational studies.
- Plan, direct, review, and evaluate the work of supervisory, technical, and clerical staff.



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- Conduct research on a wide variety of topics related to the programs and services of the assigned department as well as administrative issues, such as budget, staffing, and operations.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Speak effectively in public.
- Direct the establishment of a variety of filing, recordkeeping, 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 and maintain modern office equipment, including computer equipment and specialized software applications.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Licenses and Certifications:**

- At time of appointment, California Driver's License with a satisfactory driving record maintained throughout employment.
- Relevant professional certifications are desirable.

### **PHYSICAL DEMANDS**

Must possess: mobility to work in a standard office setting and use standard office equipment, including a computer, and to visit various District 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 needed to access, enter, and retrieve data using a computer keyboard, calculator, and to operate standard office equipment. Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Ability to lift, carry, push, and pull materials and objects up to 40 pounds or heavier weights with assistance and/or the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Incumbents typically work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. 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.

### **CLASSIFICATION DETAILS/HISTORY**

Date Adopted: 7/12/2019

Job Code: 5220L

FLSA Status: Exempt

Supersedes: Division Manager dated 4/13/11