



DIRECTOR OF COMMUNITY SERVICES

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general administrative direction of the City Manager, plans, directs, manages, and oversees the activities and operations of the Community Services Department including development, maintenance, and operations of the City's community parks/open space systems, planning, development, and delivery of leisure services program, maintenance and operation of City facilities, streets, utilities, water distribution and wastewater collection. The Director ensures all resources within each division are properly allocated and managed; provides long range planning for department programs, projects, and needs; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the City Manager.

IDENTIFYING CHARACTERISTICS

The Community Services Director is considered a Department Director with responsibility for directing the activities of a Department within the City. Positions at this class level serve as a member of the City's senior management team and provide advice and counsel to the City Manager regarding strategic policy and problem solving issues relating to the assigned Department and the City overall. The incumbent is responsible for accomplishing the City's goals and objectives related to assigned program areas.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assumes full management responsibility for all Community Services Department services and activities including development, maintenance, and operations of the City's community parks/open space systems, planning, development, delivery of leisure services program, maintenance and operation of City facilities and maintenance and operation of City streets, utilities, water treatment and distribution and wastewater collection divisions..
2. Develop community knowledge and build partnerships and coalitions that will identify the Department as a community focal point.

3. Engage in strategic thinking to analyze and evaluate the present and future needs for recreation and community service programs, facilities and park areas.
4. Formulate and recommend Department policies, priorities and objectives that will offer recreation experiences, and foster human development, health and wellness, cultural unity, safety and security, and enhance community identity.
5. Continuously monitor and evaluate the efficiency and effectiveness of programs and services delivery methods, based on desired outcomes. Assess workloads, administrative support systems, and internal working relationships to identify opportunities for improvement.
6. Plans, directs, and coordinates, through subordinate level staff, the Community Services Department's work plan; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
7. Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
8. Oversees and participates in the development and administration of the Community Services Department operating and capital improvement budgets; approves the forecast of funds needed for staffing, equipment, materials, and supplies; approves expenditures and implement budgetary adjustments as appropriate and necessary.
9. Plans and develops parks and open spaces that meet the needs and expectations of the community; meets with and identifies needs of the community.
10. Oversees the planning, development, and delivery of a comprehensive Leisure Services programs; identifies community needs and directs staff in delivery of programs; creates fee structures.
11. Oversees the maintenance and repair of City facilities; creates maintenance programs and directs staff in maintenance programs including preventative maintenance programs; plans for building repairs and renovations; coordinates with consultants and provides appropriate recommendations.
12. Identifies grant and other funding opportunities; prepares grant applications and administers grant programs.
13. Manages the planning, design, and construction of new parks and recreational facilities; coordinates with consultants and contractors.
14. Oversees and prepares plans, specifications, and bid proposals for public works projects; insures the proper inspection of public works construction projects.
15. Manages the operations and maintenance of the water treatment facilities; ensures compliance with applicable state, federal, and local laws and regulations.
16. Prepare and present verbal and written reports to City Council, County Board of Supervisors, Commissions, governmental agencies and community groups.
17. Represents the Community Services Department to other departments, elected officials, and outside agencies including community organizations; develops community resources; coordinates assigned activities with those of other departments and outside agencies and organizations.

18. Explains, justifies, and defends department programs, policies, and activities; negotiates and resolves sensitive and controversial issues.
19. Provide advisory support to the Recreation and Parks Commission and act as liaison to other citizen committees, community agencies and governmental agencies to facilitate land conservation, park development and the delivery of recreation programs and services.
20. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the fields of leisure services, parks/open space maintenance, and facilities maintenance; incorporates new developments as appropriate.
21. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
22. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Operations, services, and activities of a comprehensive recreation, parks/open space, and facilities maintenance program.
2. Team-oriented leader committed to employee empowerment, problem solving and customer service.
3. Philosophy, principles, and techniques of providing and assessing the recreational, parks, and facility needs of a community.
4. Practices and methods of parks, facilities maintenance.
5. Skills in resource development to garner grants, legislative appropriations, donations, sponsorships and in-kind services for programs.
6. Methods and techniques of research and report writing.
7. Advanced principles and practices of program development and administration.
8. Principles and practices of municipal budget preparation and administration.
9. Principles of supervision, training, and performance evaluation.
10. Pertinent federal, state, and local laws, codes, and regulations.
11. Risk management techniques.

Ability to:

1. Manage and direct various functions involved in the development and implementation of recreational programs as well as facilities and parks/open spaces maintenance and operations programs.
2. Develop and administer departmental goals, objectives, and procedures.
3. Possess leadership skills to establish and promote a vision for the future. Communicate and motivate others to embrace that vision.
4. Skills in monitoring and evaluating program results and demonstrating outcomes both qualitatively and quantitatively.
5. Identify and respond to sensitive community and organizational issues, concerns, and needs.

6. Plan, organize, direct, and coordinate the work of lower level staff.
7. Delegate authority and responsibility.
8. Select, supervise, train, and evaluate staff.
9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
10. Research, analyze, and evaluate new service delivery methods and techniques.
11. Prepare clear and concise administrative and financial reports.
12. Prepare and administer large and complex budgets.
13. Interpret and apply applicable federal, state, and local policies, laws, and regulations.
14. Assess community recreation and facility needs.
15. Assess infrastructure repair, maintenance, and future growth needs.
16. Develop and implement short and long term programs to meet program needs.
17. Prepare grant applications and administer grant programs.
18. Make effective public speaking presentations.
19. Effectively represent the department with individuals, community groups, and other governmental agencies.
20. Communicate clearly and concisely, both orally and in writing.
21. Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

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

Experience:

Six years of increasingly responsible experience in the development, implementation, operation, and maintenance of parks, recreation, streets, water distribution, wastewater collection and facilities programs including three years of management responsibility.

License or Certificate:

Possession of or ability to obtain by date of appointment, an appropriate driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with some travel to different sites; when visiting parks or construction sites the incumbent may be required to walk on uneven and slippery surfaces, be exposed to all weather conditions, dust and pollen, and mechanical hazards such as construction equipment; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.