



JOB DESCRIPTION

Class Title:	Community Services Director	FLSA Status:	Exempt
Class Type:	Full-time	Pay Type:	Salaried
Reports To:	Assistant General Manager	Work Shift:	Monday – Friday 8:00 am – 5:00 pm; flexible to work weekends and evenings as needed.

DEFINITION: Under administrative direction, plans, organizes, manages, and provides direction and oversight for all functions and activities of the Community Services Department including recreation and leisure, community services, senior services, special events, aquatics, and facility operations and reservations across the District’s entire service area comprised of multiple geographic regions; formulates departmental goals, objectives, policies and procedures, work standards, and internal controls; coordinates assigned activities with other District departments, officials, outside agencies, contractors, and the public; fosters cooperative working relationships among District departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Assistant General Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED: Receives administrative direction of the Assistant General Manager. Exercises general supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

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ESSENTIAL DUTIES & RESPONSIBILITIES include the following:

- Assumes full management responsibility for all Community Services Department programs, services, and activities, including the planning, development, and maintenance of Districtwide recreation and leisure programs, services and activities, parks, community engagement, facility operations and reservations, and contract services.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Community Services Department; establishes, within District policy, appropriate budget, service, and staffing levels.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department’s service by developing, reviewing and implementing policies and procedures to meet legal requirements and District needs.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates

- with legal counsel to determine District needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Oversees and inspects the work performed by consultants and contractors; ensures that work product is compliant with contract provisions, District rules and standards, and legal and regulatory requirements.
 - Assists in the design and development of new facilities, programs, and services, and improvements to existing facilities, programs and services; partners with other agencies, community and volunteers groups to maximize the effectiveness of departmental programs.
 - Represents the department to other District departments, elected officials, and outside agencies; serves as the District's representative at meetings with community groups and schools, neighborhood interest groups, and other interested stakeholders; responds to and resolves difficult and complex citizen service requests and departmental issues; explains and interprets departmental programs, policies, and activities.
 - Prepares and submits county, state, federal, and private grant applications.
 - Monitors legal, regulatory, technology and societal changes and court decisions that may affect the work of the department.
 - Determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient and economical manner.
 - Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
 - Participates in and makes presentations to the Board of Directors and a wide variety of committees, boards, and commissions.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of recreation and leisure.
 - Directs the maintenance of working and official departmental files.
 - Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Assistant General Manager or General Manager.
 - Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
 - Performs other duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget development and administration.
- Principles and practices of contract administration and management.
- Project management principles and practices, including goal setting, contractor oversight, work plan development, implementation, and evaluation.
- General principles of risk management related to the functions of the assigned area.
- Operational characteristics, services, and activities, of a comprehensive regional parks, recreation, and community services programs, including aquatic facilities and programs.
- Grant administration and implementation.
- Modern and complex principles, practices, and techniques of parks, recreation, and leisure services activities, administration organization and operation.
- Community involvement methods and practices.
- Functions, authority, and responsibilities of an elected Board.
- Funding sources for special district government services.

- Methods and techniques of developing technical and administrative reports and business correspondence.
- Research methods and techniques.
- Applicable federal, state, and local laws, rules, regulations, and ordinances relevant to assigned areas of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Community Services Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Perform mathematical calculations.
- Oversee, implement, direct, and administer complex, technical, and sensitive planning, development, and related projects in an independent, timely, and cooperative manner.
- Direct the management of comprehensive parks, recreation, and community services programs.
- Understand the diverse park, recreation, and leisure needs of the regional communities and implement effective programs and projects.
- Read, interpret, and record data.
- Effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment 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.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Education: Equivalent to a bachelor's degree from an accredited college or university with major coursework in recreation, business or public administration, or a related field.
Masters preferred.

Experience: Five (5) years of increasingly responsible experience managing multiple recreation and community service programs and staff.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS:

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk 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.

When working in an external environment, position requires sitting, standing, walking on slippery surfaces, reaching, twisting, turning, kneeling, bending, stopping, squatting, crouching, climbing, grasping and making repetitive hand movement in the performance of daily duties. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

WORK ENVIRONMENT:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ORGANIZATIONAL RELATIONSHIP:

