

**COMMUNITY SERVICES DEPARTMENT
COMMUNITY SERVICES DIRECTOR**

GENERAL DUTIES: Under general direction of the City Administrator, plan, organize, administer and direct the activities of a comprehensive Community Services Department, which includes Recreation, Golf Course operations, Public Information, Environmental Services, and the Operations Division which includes the Streets, Sewer, Trees, Water, and Parks and Landscape Sections.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plan, organize, administer and direct the activities of a comprehensive Community Services Department, which includes responsibility for the Recreation, Golf Course Operations, Public Information, Environmental Services, and the Operations Division (Streets, Sewer and Trees, Water, and Parks and Landscape Sections.)
2. Study the needs of the community in relation to City and School district facilities and programs.
3. Act as staff advisor to boards and commissions. (Senior Advisory Board, Parks & Recreation Commission, Bicycle & Pedestrian Advisory Board, Library, Art & Culture Commission, Youth Advisory Commission, etc.)

4. Work with the Engineering Division to direct the parks development portion of the municipal capital improvement program.
5. Prepare and present oral and written reports and recommendation for presentation to the City Administrator, City Council, and appropriate Commissions and Boards.
6. Skillfully represent the interests of the City when working with the media and making presentations to the public.
7. Formulate the annual department budget and control expenditures.
8. Review and approve personnel actions and manage the selection and assignment of the Community Services Department employees.
9. Assign, coordinate, review and evaluate the work of Community Services Department staff and provide necessary training and guidance. Take appropriate disciplinary action as needed.
10. Utilize principles, objectives, and procedures for modern recreational program planning, development and evaluation.
11. Stay abreast of current literature, trends and development regarding recreation, environmental public information and field operation programs.
12. Develop and assist in the development and implementation of goals, objectives, policies, priorities, and work standards within the Department.
13. May act as City Administrator in his/her absence based upon the lines of succession.
14. Administer the Logistics branch of the City's Emergency Operations Center (EOC).
15. Perform related duties as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Possess personal computer operation skills.
2. Exhibit excellent interpersonal skills.
3. Possess strong administrative and supervisory skills.
4. Provide excellent oral and written communication skills.

5. Possess strong customer service techniques and skills.
6. Possess strong organizational and project management skills.
7. Exhibit excellent presentation skills, including the use of technology to present information in a public setting.
8. Show strong ability in planning, organizing, executing, controlling and evaluating activities.

KNOWLEDGE: Knowledge of:

1. Application and utilization of computer systems utilized by the organization.
2. Trends and current developments in city government.
3. Legal and administrative rules and regulations which apply to operation of department.
4. Principles and practices of public administration, personnel management and budget administration in a local government setting.
5. Municipal ordinances, City policies and City Charter.
6. Demographic composition of the City.

ABILITIES: Ability to:

1. Analyze complex problems, evaluate alternatives and make creative recommendations to City Administrator, Council and staff.
2. Prepare and present ideas and recommendations effectively orally and in writing.
3. Establish and maintain effective working relationships with elected officials, supervisors, co-workers, other departments, other agencies, business and community groups, school district, and the general public.
4. Exercise sound independent judgment within general policy guidelines.
5. Select, supervise, evaluate and train department personnel.
6. Conduct and participate in related training programs.
7. Assist the City Administrator in conducting research on administrative problems and practices.
8. Meet the public to discuss problems and complaints tactfully, courteously and effectively.

9. Analyze the effectiveness of, and make recommendations for changes in, procedures, policies and organization structures.
10. Formulate and enforce City and departmental rules, policies and procedures, and implement discipline when required.
11. Formulate and administer the annual departmental budget.
12. Develop and exhibit sensitivity to the needs of diverse cultural, ethnic, racial and religious groups in the community.
13. Conduct regular staff meetings and maintain open communication with staff.
14. Administer an effective customer service program and motivate staff to maximum performance.
15. Read and interpret plans and specifications.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone
4. Copier
5. Calculator
6. Facsimile machine
7. Specialized computer software
8. Presentation equipment, microphones, easels, overhead projectors, tape recorder, etc.
9. Television and VCR equipment
10. Automobile

PHYSICAL DEMANDS:

Under typical office or field conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer or attending meetings, including Council meetings which may last over 6 hours.
2. Walking
3. Standing, for up to 4 hours during presentations and training seminars.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling

10. Lifting, up to 25 lbs.
11. Driving
12. Speed, in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, telephone, copier, calculator, fax machine, television, VCR, microphone, easel, overhead projector, tape recorder, automobile, etc.:

1. Seeing
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, up to 80% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, radios, typewriters, etc.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions, traveling to meetings, or attending training sessions, less than 10% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 10% of the time.
3. Flooring: Carpet, wood, tile, linoleum, uneven surfaces, grass, rock, asphalt, etc.
4. Noise Level: Normal outdoor levels when working or traveling in the field.
5. Lighting: Normal outdoor conditions, with chance exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle or plane.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, printer, telephone, copier, calculator, fax machine, VCR, television, microphone, easel, overhead projector, tape recorder, etc.

When working or traveling in the field, there is some exposure to mechanical hazards while utilizing a vehicle.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Any combination of education, training and experience equivalent to graduation from an accredited college or university with a major in Recreation, Parks Management, Physical Education, Political Science, Business Administration, Public Administration or a related field. A Master's degree is desired, but not required.
2. Five years of increasingly responsible full-time experience in a related public sector position which has included at least three years of experience in a high-level managerial position with supervisory responsibilities.
3. Prior experience managing a multi-faceted recreation program in a high-level management or director position desired.
4. Knowledge of or experience in field operations (water, sewer, streets, and parks maintenance) desired.
5. Computer competency is required.
6. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
7. Pass a post-offer medical examination which includes a drug test.
8. Pass a background/reference checking process along with a Department of Justice criminal record check for employment.
9. Prefer non-tobacco user.