



COMMUNITY SERVICES COORDINATOR I/II

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under supervision, this position is responsible to plan, develop, administer, and evaluate a variety of City recreation and community services program activities in an assigned area of responsibility including operation of the Community Center; programs such as adult and youth sports, aquatics, special events, mobile recreation, afterschool programs, facility rentals and contract classes. Community Services Coordinators may exercise direct supervision over part-time recreation staff.

Classification Characteristics:

Community Services Coordinator I – This is the entry level class in the Community Services Coordinator series. This class is distinguished from the Community Services Coordinator II by performing less than the full range of duties assigned to the higher level position. Employees assigned to this training classification may have only limited recreation work experience and are not expected to work with the same independence as the journey level. Positions in this class are flexibly staffed and may advance to the Community Services Coordinator II level when training and experience is sufficient to perform at the full journey level.

Community Services Coordinator II – This is the full journey level class in the Community Services Coordinator series. Employees in this class are distinguished from the Community Services Coordinator I by the performance of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the Community Services Coordinator I level, or when filled from the outside, have strong recreation experience.

Essential Functions:

- Plan, organize, and coordinate a variety of recreation and community service programs such as sports programs and facilities, day camps, aquatics, contract classes, preschool programs, special events, and mobile recreation designed to provide services for a wide variety of age groups.
- Work effectively with a variety of community and outside agency liaisons in implementing programs as assigned; schedule, coordinate, facilitate, and attend various meetings as assigned.
- Participate in budget preparation and administration; prepare cost estimates for assigned programs; submit justifications for part-time and seasonal staff, materials, supplies and services; monitor and control expenditures.
- Manage inventory and equipment for assigned programs and activities; ensure that orders are placed in a timely manner.

- Assist in the selection, training, and evaluation of assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; recommend discipline.
- Schedule and confirm part-time staff availability for various shifts and events.
- Assist in the coordination of marketing plans and publicity of recreation events and programs; assist in the preparation and presentation of brochures, newsletters, press releases, social media, website information, and related public relations materials as required.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Assist with surveying and educating the community on leisure service needs and programs.
- Ensure that safety protocols are enforced and in compliance with fire, safety, and ADA requirements in the use of City related programs and events as assigned.
- Provide staff assistance to the Recreation Supervisor; assist in the preparation of staff reports, special projects, and other necessary correspondence.
- Attend Parks and Recreation Commission meetings when required to provide information regarding assigned programs.

Community Services Coordinator I Qualifications:

Knowledge of:

- Basic principles and practices of recreation program development and service delivery.
- Recreational and social needs of a wide variety of age groups and special populations.
- Principles and practices of organizing groups, programs, and services in a recreation environment.
- Pertinent local, State, and Federal laws, ordinances, and rules.
- Basic budget preparation and monitoring and cash control.
- Modern office equipment and methods including use of computer applications.
- Principles and practices of safety management.

Ability to:

- Learn to plan, organize, and coordinate a variety of recreation programs as assigned.
- Learn principles of supervision, training, and performance evaluation.
- Train staff and volunteers in work procedures and requirements.
- Learn to market recreation programs.
- Learn to manage operations of a variety of recreation facilities.
- Interpret and explain pertinent City and department policies and procedures.
- Analyze problems, evaluate alternatives, and recommend or take effective course of action.
- Promote and enforce safe work practices and ensure facility and equipment safety.
- Work day, evening, weekend, and holiday shifts as programs require.
- Respond to inquiries, complaints, and requests in a courteous manner.
- Communicate clearly and concisely, both orally and in writing.
- Work independently in the absence of supervision.

- Be an integral team player, which involves flexibility, cooperation, and effective communication.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Two years of recreation leadership and program experience.

Training:

Equivalent to an Associate of Arts degree from an accredited college or university with major course work in recreation administration or a related field.

License or Certificate:

- Possession of a California Class C Driver's License.
- Possession of, or ability to obtain within six months of hire, First Aid, CPR, and AED Certificates as issued by the American Red Cross or the American Heart Association.

Community Services Coordinator II Qualifications:

Knowledge of:

- Principles and practices of recreation program development and service delivery.
- Principles and practices of sports and recreation facilities management.
- Recreational and social needs of a wide variety of age groups and special populations.
- Principles and practices of organizing groups, programs, and services in a recreation environment.
- Pertinent local, State, and Federal laws, ordinances, and rules.
- Budget preparation and monitoring and cash control.
- Modern office equipment and methods including use of computer applications.
- Principles of supervision, training, and performance evaluation.
- Principles and practices of safety management.

Ability to:

- Plan, organize, and coordinate a variety of recreation programs as assigned.
- Train staff and volunteers in work procedures and requirements.
- Market recreation programs.
- Independently manage operations of a variety of recreation facilities.
- Interpret and explain pertinent City and department policies and procedures.
- Analyze problems, evaluate alternatives, and recommend or take effective course of action.
- Prepare a variety of reports and maintain records and files.
- Promote and enforce safe work practices and ensure facility and equipment safety.

- Work day, evening, weekend, and holiday shifts as programs require.
- Respond to inquiries, complaints, and requests in a courteous manner.
- Communicate clearly and concisely, both orally and in writing.
- Work independently in the absence of supervision.
- Be an integral team player, which involves flexibility, cooperation, and effective communication.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Two years of increasingly responsible experience in recreation program development and implementation.

Training:

Equivalent to an Associate of Arts degree from an accredited college or university with major course work in recreation administration or a related field.

License or Certificate:

- Possession of a California Class C Driver's License.
- Possession of, or ability to obtain within six months of hire, First Aid, CPR, and AED Certificates as issued by the American Red Cross or the American Heart Association.

Working Conditions:

Work in an office and outside environment. Frequent standing, sitting, walking, reaching, twisting, turning, kneeling, bending, and stooping. Lift, carry, and push objects weighing up to 40 pounds. This position also requires grasping, repetitive hand movement, and fine coordination in using a computer keyboard. Near and far vision required for overseeing activities and preparing and reading written materials and documents. Drive motorized vehicles.