



COMMUNITY SERVICES SUPERVISOR

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 general direction, this position is responsible for the oversight, planning and implementation of multiple recreation programs, facilities and special events. The Community Services Supervisor provides high level support to City Officials and management staff related to assigned programs.

Classification Characteristics:

This is a supervisory level position that is responsible to supervise both full-time and part-time recreation staff and is expected to perform the full range of recreation duties as needed.

Essential Functions:

- Exercise independent judgment in administering the organization, staffing and operational activities of multiple recreation programs.
- Participate in the development and implementation of goals, objectives, policies and priorities for assigned areas; identify resource needs; recommend and implement policies and procedures.
- Conduct research related to community recreation needs, prepare related reports, conduct needs assessments and surveys, evaluate the effectiveness of activities and events and suggest modifications as needed.
- Coordinate recreation contract administration and use agreements; administer contracts, required insurance, payments, development of marketing strategies, evaluation of programs and development of fees.
- Direct, coordinate and review the work plan for assigned recreation programs; meet with staff to identify and resolve problems; assign work activities and projects; monitor workflow; review and evaluate work products, methods and procedures.
- Oversee marketing procedures and publicity of recreational events and programs including production and dissemination of marketing and public information materials such as flyers, signs, exhibits, newsletters and brochures.
- Respond to citizen complaints and requests for information; present information and provide superior customer service to the public on a variety of recreation programs and event activities.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Participate in the development, administration and monitoring of the assigned program budgets; forecast funds needed for staffing equipment, materials and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.

- Oversee procurement of recreational equipment and supplies as required for assigned programs; coordinate with management and other public and private agencies in procuring facilities for recreational use.
- Provide staff assistance to the Community Services Director; research and analyze information to prepare and present staff reports for the City Council and Parks and Recreation Commission.
- Select, train, motivate and evaluate assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Enforce safety rules; interpret and apply policies, procedures, laws, codes and regulations; train staff in the enforcement of rules and regulations; properly interpret and make decisions in enforcement.

Qualifications:

Knowledge of:

- Modern and complex principles and practices of recreation program development and implementation.
- Operational characteristics, services and activities of a variety of programs in recreational services.
- Marketing theories, principles and practices and their application to a wide variety of leisure services.
- Principles of municipal budget preparation and control.
- Principles of supervision, training and performance evaluation.
- Principles and techniques of conflict resolution.
- Pertinent Federal, State and local laws, codes and regulations.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment.

Ability to:

- Select, supervise, train and evaluate staff.
- Interpret and explain City recreational policies and procedures.
- Interpret and apply pertinent Federal, State and local laws, codes and regulations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Organize, direct and implement recreation programs suited to the needs of the community.
- Elicit community and organizational support for recreation programs; present material to general public.
- Enforce necessary regulations with firmness and tact; effectively resolve disputes.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Present effective, clear and concise oral and written reports.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City officials, City employees, community groups and the general 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:

Four years of increasingly responsible experience in recreation program development and implementation including one year of lead responsibility.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in recreation administration, sociology, business 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 25 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.