FLSA: Exempt*

Community Services Manager

SUMMARY

The individual in this position is appointed by the Town Manager and works at the pleasure of the Town Manager. Under general direction of the Director of Community Services, the Community Services Manager plans, organizes, manages, and provides direction to assigned functions and activities of the Community Services Department, specifically the Facilities and Parks Divisions; coordinates assigned activities with other Town departments, outside agencies, and the public; fosters cooperative working relationships among Town departments and with intergovernmental and regulatory agencies, community organizations, and various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Community Services. Exercises direction and supervision over professional, technical, maintenance, trades, and clerical staff assigned to the Facilities and Parks Divisions.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities* ***may*** *include, but are not limited to, the following:*

- Assists in the management, development, and implementation of goals, objectives, policies, and priorities for the Community Services Department; recommends appropriate service and staffing levels; and develops and administers policies and procedures.
- Plans, manages, and oversees the daily functions, operations, maintenance programs, and activities of the Facilities and Parks Divisions.
- Develops and implements maintenance standards, operational procedures, work plans, and performance measures to improve efficiency, effectiveness, and service delivery.
- Oversees the maintenance, repair, renovation, and improvement of Town-owned buildings, parks, sports fields, landscaped areas, trails, recreational amenities, and related facilities.
- Coordinates and monitors contracted maintenance, repair, custodial, landscaping, irrigation, construction, and specialized services to ensure compliance with Town standards and contractual requirements.
- Assists in the preparation and administration of divisional budgets, including operating and capital improvement budgets; monitors expenditures and recommends budget adjustments as necessary.
- Participates in the planning, design, construction, and renovation of parks, facilities, and related infrastructure improvements; coordinates with consultants, contractors, and regulatory agencies as required.

- Evaluates facility and park conditions and develops preventive maintenance, replacement, and asset management programs to maximize service life and operational performance. Responds to public inquiries, concerns, and complaints regarding park, facility, landscaping, maintenance, and related community services operations and assists with resolutions.
- Ensures compliance with applicable federal, state, and local laws, regulations, environmental requirements, safety standards, and Town policies.
- Monitors changes in laws, regulations, best practices, and technology affecting facilities and grounds maintenance operations and recommends policy or procedural improvements.
- Establishes and maintains positive community relations through public outreach, meetings, presentations, and participation in community events.
- Serves as liaison with governmental agencies, utility providers, school districts, community organizations, sports groups, contractors, consultants, and other stakeholders.
- Prepares, reviews, and presents staff reports, management updates, budget documents, grant applications, and other complex reports and correspondence.
- Participates on and makes presentations to the Town Council, commissions, committees, and community groups as assigned.
- Maintains and directs the maintenance of official departmental records, files, and documentation.
- Plans, organizes, assigns, supervises, trains, motivates, and evaluates assigned personnel; establishes work priorities; monitors workflow and reviews work products, methods, and procedures; provides coaching and staff development; addresses performance issues; and recommends or implements disciplinary actions in accordance with Town policies and procedures.
- Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for overseeing, directing, and participating in the administration of major operational functions within the Community Services Department. The incumbent assists in short- and long-range planning, policy development, budget administration, and operational management of the Facilities and Parks Divisions. Successful performance requires knowledge of municipal operations, public administration principles, asset management practices, and maintenance operations related to parks, grounds, and public facilities. Responsibilities include coordinating activities with other Town departments and outside agencies, managing assigned functions, and ensuring the effective delivery of services. The incumbent is accountable for assisting in the achievement of departmental goals and objectives and for advancing Town priorities within established policy guidelines.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Requires a Bachelor's degree in Public Administration, Business Administration, Parks and Recreation Management, Facilities Management, Landscape Management, Construction Management, or a related field; and Five (5) years of increasingly responsible experience in public sector facilities, parks, grounds, building maintenance, or related municipal operations, including at least two (2) years of supervisory experience.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Certified Park and Recreation Professional (CPRP), Certified Park and Recreation Executive (CPRE), Certified Facility Manager (CFM), or related professional certification is desirable.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, project management, and supervision of staff.
- Principles and practices of employee supervision, work planning, assignment, evaluation, and staff development.
- Organization and management practices applicable to municipal operations and public service delivery.
- Principles, practices, and methods of facilities management, grounds maintenance, parks maintenance, landscaping, irrigation systems, custodial operations, and asset management.
- Budget preparation, administration, procurement, and contract management.
- Applicable federal, state, and local laws, regulations, and safety requirements affecting facilities and grounds operations.
- Capital improvement planning, project management, and construction administration.
- Principles of recordkeeping and reporting.
- Modern office practices, methods, and computer applications related to the work.
- Techniques for effective public speaking and presentations.
- Customer service principles and techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Methods and techniques for establishing and maintaining effective working relationships with elected officials, community organizations, governmental agencies, contractors, employees, and the public.

Ability to:

- Recommend and implement goals, objectives, policies, and procedures that improve operational effectiveness and service delivery.
- Plan, organize, assign, review, and evaluate the work of assigned staff.
- Train, motivate, and develop employees.
- Evaluate operations and recommend improvements in procedures, methods, policies, and service levels.
- Analyze facility and park maintenance needs and develop practical and cost-effective solutions.
- Prepare and administer budgets and monitor expenditures.
- Manage multiple projects and priorities simultaneously.
- Prepare clear, concise, and comprehensive reports, correspondence, policies, procedures, and presentations.
- Interpret and apply applicable laws, regulations, codes, and policies.
- Conduct research, evaluate alternatives, and make sound recommendations.
- Effectively represent the Department and Town before governmental agencies, community groups, boards, commissions, contractors, and the public.
- Identify and respond to community concerns and service needs.
- Organize work, establish priorities, meet deadlines, and exercise sound independent judgment.
- Operate modern office equipment and software systems.

- Communicate effectively both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle; and visit various Town facilities, parks, project sites, and meeting locations. Vision sufficient to read printed materials and a computer screen and hearing and speech sufficient to communicate in person, before groups, and over the telephone are required. Incumbents frequently inspect parks, landscaped areas, facilities, recreational amenities, and construction or maintenance sites. Work may involve exposure to varying weather conditions, dust, noise, vibration, mechanical hazards, and other environmental conditions associated with Facilities and Parks maintenance operations.

This classification combines office and field responsibilities. Employees may interact with upset staff members, contractors, community groups, and members of the public while interpreting and enforcing departmental policies and procedures. Evening and weekend work may be required.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*