FLSA: Exempt*

Director of Community Services

SUMMARY

The position of Director of Community Services is an appointed position by the Town Manager. Under administrative direction the Director plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Community Services Department, including maintenance and operations of parks and related facilities, recreation programs, special events, municipal golf course and Town facilities; coordinates assigned activities with other Town departments, officials, outside agencies, and the public; fosters cooperative working relationships among Town departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to Town management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Town Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, professional, technical, and clerical staff through subordinate levels of supervision.

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:*

- Plans, manages, and oversees the daily functions, operations, and activities of the Community Services Department including multiple comprehensive recreation programs, such as youth programs, aquatics, youth sports, adult sports, summer programs, after-school programs, special interest classes, centralized registration for classes and events, and special events; oversees operations of recreation and sports facilities, including athletic fields, park lands, swimming pool, recreation centers, golf course, and community centers.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Ensures that the Department's programs are implemented in a manner consistent with the Town's goals and policies; determines major departmental policies, performs short- and long-range planning activities, and sets direction, goals, objectives, and priorities for the department.

- 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; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Represents the Community Services Department to other Town departments, elected officials, outside agencies, and the general public; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Conducts a variety of departmental, organizational, and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Monitors changes in laws, regulations, and technology that may affect Town or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and complex reports on special projects as assigned by the Town Manager.
- Provides staff support for the Town's Park and Recreation Commission.
- Participates on and makes presentations to the Town Council and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of Parks and Recreation.
- Directs the maintenance and cleaning of parks, facilities, vehicles, and equipment; responsible for fee collections; supervises records maintenance and prepares required reports.
- Maintains close contact with school officials and community groups regarding program offerings and coordination of services.
- Facilitates the use of all Town and School District athletic resources to community sports organizations
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Community Services Department, including short- and long-range planning and development and administration. This class provides assistance to the Town Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions, and activities, including the role of an elected Town Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Town goals and objectives within general 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 from an accredited college or university with major coursework in recreation, physical education, business or public administration, or a related field, and seven (7) years of experience in community services and recreational programs, including three (3) years

of considerable supervisory or administrative experience. Possession of a Master's degree is highly desirable.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, local laws, codes, and regulations related to the development, implementation, and administration of recreation programs, as well as facilities operations and maintenance.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned division.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the recreation and facilities operations and maintenance.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on time, and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with Town policies and procedures, complex laws, codes, regulations, and ordinances.

- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the Town in meetings with governmental agencies, community groups, various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety 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.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING 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 to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions and toxic or caustic chemicals. Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**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.*