

CITY OF SAN JUAN CAPISTRANO

COMMUNITY SERVICES DIRECTOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To plan, direct, manage and coordinate the operations and activities of the Community Services Department; to ensure the effective delivery of quality community and recreation services to the City's residents; to coordinate assigned activities with other City departments, outside agencies and the general public; and to provide highly responsible and complex administrative support to the City Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the City Manager.

Exercises direct supervision over supervisory, professional, technical, and clerical staff.

ESSENTIAL FUNCTION STATEMENTS *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Oversees and assumes full management responsibility for all Community Services Department operations, services, programs and activities including leisure, human services, cultural and recreation activities.
2. Directs the development, implementation, and administration of Community Services plans, policies, and procedures; establishes departmental goals, objectives, and priorities.
3. Oversees the development and administration of the Community Services Department and capital improvement budgets; directs the forecasting of funds needed for staffing, equipment, materials and supplies.
4. Establishes, within City policy, appropriate service and staffing levels and allocates resources accordingly.
5. Selects, motivates, trains, and evaluates Community Services personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures as necessary.
6. Plans, directs, and coordinates the Community Services Department's work plan; meets with staff to identify and resolve problems; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures.
7. Monitors work loads and evaluates the efficiency and effectiveness of service delivery methods and support systems; identifies opportunities for improvement and directs and implements changes.
8. Prepares Requests for Proposal (RFP's) and oversees bid processes; develops and negotiates joint use agreements and contracts; administers and monitors contracts and agreements.

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9. Coordinates with the Planning, Engineering and Public Works departments regarding the implementation of capital improvement projects (CIP).
10. Serves as Project Manager in relation to the development of new parks and community services facilities; prioritizes projects in accordance with funding levels; monitors project activity.
11. Represents the Community Services Department to other City departments, elected officials, outside agencies, and the general public; explains and justifies departmental programs, activities, and policies.
12. Attends and participates in activities and special events initiated by the Community Services Department; maintains effective community relations.
13. Responds to public complaints, issues, and suggestions; prepares written responses to citizen complaints for signature by the Mayor; negotiates and facilitates the resolution of complex, sensitive, and/or controversial issues.
14. Provides staff assistance to the City Manager; prepares and presents a variety of staff reports and other necessary correspondence.
15. Serves on assigned boards and commissions and provides staff support to the Parks, Recreation and Equestrian Commission; serves as Secretary to the Commission.
16. Attends and participates in professional group meetings and stays abreast of new trends and innovations in the field of recreation administration.
17. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of community services administration.
- Current trends, developments and issues impacting community services.
- Recreation, leisure, and community services literature and information sources.
- Community services and recreation programming.
- Program development and administration principles.
- Methods for identifying citizen needs for community services programs.
- Principles and methods of data collection and social research procedures.
- Processes for developing and administering budgets.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State and local laws, codes and regulations.

Skill in:

- Directing the operations, services and activities of the Community Services Department.
- Developing and implementing departmental plans, policies and procedures.
- Identifying community requirements for recreation and human services.
- Overseeing the effective delivery of community services programming.
- Serving as Project Manager and coordinating capital improvement projects.
- Planning, organizing, directing, and coordinating the work of Community Services personnel.
- Developing and administering large and complex budgets.
- Preparing clear and concise administrative and financial reports.
- Interpreting and applying Federal, State and local policies, laws and regulations.
- Selecting, supervising, training, and evaluating the performance of assigned personnel.

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- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

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:

Five years experience directing community services operations and programming including four years of supervisory experience.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in recreation administration, physical education, public administration, business administration or a related field. Master's Degree is desirable.

Licenses or Certifications:

Possession of, or ability to obtain, an appropriate valid driver's license.