



## **CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION**

### **Community Services Manager FLSA Status: Exempt**

#### **DEFINITION**

Under administrative direction, plans, organizes and manages recreational and community services programs; fosters and maintains relations with community and business representatives and supports various committees and commissions; directs the work of staff and provides information and assistance to the public regarding community service activities.

#### **DISTINGUISHING CHARACTERISTICS:**

This classification reports directly to the City Manager and directs the work of other Community Services administrative and support staff. This position manages the development and administration of community services programs and events and exercises independent judgment and ingenuity in developing and carrying out program responsibilities and activities, raising funds and controlling costs, and interpreting the needs and desires of the community. The incumbent must also function as a member of the City's management team and participate actively in addressing issues of concern to the City, which at times may not have a direct impact on their area of specialization

#### **ESSENTIAL DUTIES:**

The duties assigned include, but are not limited to, the following:

- Plan, develop, organize, schedule, and evaluate recreation and leisure service programs, including preschool through advanced age groups, City-wide special events, cultural arts programs, and special interest classes and activities
- Hire, assign and review work of Community Services staff; plan, maintain standards, coordinate activities
- Prepare budget recommendations for the allocation of personnel, equipment and supplies for program activities; develop budget for events and programs; oversee purchase of and payment for equipment, supplies and services
- Develop and implement department objectives, programs and policies

- Oversee the planning and development of the annual City-wide events and ensure implementation within City budget and policies
- Attend meetings and assist in providing staff support to the City Council, including the preparation and presentation of staff reports
- Serve as the City's liaison with various community groups to encourage involvement, assess recreation needs and promote collaborative delivery of services; develop co-sponsorships, alliances and partnerships with service groups; ensure utilization of the Bell Tower Regional Community Center by partner agencies and non-profits is consistent with City goals and objectives.
- Assist the City's emergency response team to coordinate community sheltering and care services
- Oversee all aspects of the City's Community Living Magazine; coordinate magazine development with Community Services staff
- Strategically plan programs to meet the needs of the community; observe and monitor program effectiveness on an ongoing basis; evaluate program attendance, participant responses and costs, and make recommendation regarding the continuance or cancellation of programs; set measurable goals and objectives
- Provide a high level of customer service for residents, general public and business community; address all issues relative to the City's recreation and leisure services and activities
- Establish, maintain and foster positive and harmonious working relationships with City staff and all those contacted in the course of work
- Provide assistance to other departments as needed
- Perform related duties as assigned

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

Theories, principles, practices and programs common to the field of recreation and community services

Methods for identifying community needs

### Supervision principles and practices

Principles and techniques of organizing, implementing and directing a variety of recreational and community service programs

Safety precautions and procedures, and first aid practices required for public recreation programs

Office administration practices, procedures, methods and equipment; municipal budget preparation and administration

Principles of business letter writing, proper English, spelling, grammar, and punctuation use

### **Ability to:**

Provide creative leadership in organizing and directing recreational activities and special events

Organize, set priorities and exercise sound judgment within areas of responsibility

Manage, hire, train and direct staff, volunteers and contractors

Interpret and explain City policies and procedures

Identify and respond to community and City Council issues, concerns and needs

Research, analyze and evaluate service delivery methods and techniques

Maintain and prepare clear, accurate and concise records and reports

Use tact and discretion in dealing with sensitive situations, co-workers and the public

Communicate clearly and effectively orally and in writing

Attend night and/or weekend meetings, events or activities outside normal business hours

Travel to various sites and operate a motor vehicle safely

**Training and Experience:**

Any combination equivalent to experience and training that provides the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

A Bachelors degree from an accredited college or university with major course work in recreation, physical education, leisure services, public administration, or a related field; at least five years responsible experience in the supervision and administration of recreation and community services programs, or any combination of education, experience, and training that would likely provide the required skills, knowledge and abilities.

**Physical Standards:**

***Physical & Sensory Elements:*** The sensory demands of the job typically require speaking, hearing, touching and seeing. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Employee will be required to travel to locations in the field to inspect and evaluate site, manage activities, interact with the public or to observe community services related concerns. Employee is required to communicate with others, use a telephone and work on a personal computer. Close vision for reading and working on a visual display terminal screen and the ability to focus on small objects is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

***Environmental Elements:*** Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may be required to travel to other locations and attend meetings. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

**Tools and Equipment:**

Personal computer, including word processing, spreadsheet, electronic calendar, and power point software programs; telephone, fax, copier, postage machine and other modern office equipment as necessary.

## **LICENSE REQUIREMENTS**

Must possess and maintain a valid California Driver's License and have a satisfactory driving record.

## **SELECTION GUIDELINES**

All selection guidelines for this position are subject to City Council determination, and may include a formal City application, rating of education and experience, oral interview, and reference check. Job-related tests may also be required. Successful completion of a background review, including fingerprinting, may be required. Selected candidate will be required to provide written identification showing entitlement to legal residence in the United States.

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

*Note: All employees of the City of Rancho Santa Margarita are designated to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster, that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employee's normal work assignments and may continue through the recovery phase of the emergency. (Per City Ordinance 03-04).*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

**Classification Status:** This is an "At Will" classification and not included in "Competitive Service" as defined in Section 2.04.040 of the Rancho Santa Margarita Municipal Code. Employment can be terminated with or without cause, or notice, at any time by either City or employee.

**Approval Date:** June 8, 2022