



## CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

### COMMUNITY SERVICES COORDINATOR

#### **DESCRIPTION**

Under general direction, plans, organizes, coordinates, develops, implements and provides direction and oversight for one or more community programs; supervises, evaluates and supports programs which may include senior programs, youth programs, sports, summer programs, arts and crafts, special interest classes and special events; promotes and designs program activities; oversees contracts for instructors, vendors and community partners; recruit and train volunteers; effectively schedules, supervises, trains and evaluates full-time and part-time staff. Fosters cooperative working relationships with various public and private groups; operates community facilities, including the community center, splash pad, and parks on a seasonal or year-round basis; provides administrative support; and performs related work as required.

#### **CHARACTERISTICS**

Receives general direction from the Community Services Supervisor. Exercises general and direct supervision over entry-level full-time and/or part-time staff and volunteers. Supervises entry-level full-time and/or part-time staff, prioritizes and reviews work, evaluates employee performance and provides technical guidance and training. Provides oversight for contract work.

#### **EXAMPLES OF DUTIES**

*The duties listed below 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.*

- Assists with the development and implementation of department goals, objectives, programs, and policies.
- Forecast revenues for assigned programs; collect money; balance and reconcile transactions; prepare financial reports.
- Administers and trains staff in the use of the program for registrations and program fees; implements rental and registration activities and ensures accurate record keeping for program receipts. Schedules rooms and arranges or makes available materials and equipment.

- Approves room/facility reservations. Provides information to participants regarding facility use, policies and procedures. Responds to public inquiries to tour City facilities and review policies and procedures of facility rentals.
- Handles medical emergencies and injuries; provides first aid and/or adult and child CPR; contacts police, fire and emergency medical services as required.
- May work closely with representatives of other public, non-profit and private organizations, including school districts and community groups. Acts as liaison between Committees, participants/advocacy groups/outside agencies and programs. Maintains communication with participants and related groups.
- Coordinates contract classes, special events, programs and projects, sometimes in collaboration with multiple outside agencies and/or service providers.
- Reviews and evaluates programs and services; conducts research on various recreation program related topics and identifies how to improve and enhance assigned recreation programs. Maintains awareness of new developments and trends in recreation, and incorporates as appropriate into programs.
- Coordinates, schedules, and develops monthly calendar of activities and special events; develops, prepares and distributes program and event publicity, including flyers, brochures and pamphlets.
- Provide lead supervision over full-time, part-time, evening, and weekend staff, including scheduling and making work assignments.
- Develops fundraising and sponsorship opportunities; coordinates the advertising program for the Community Living Magazine; solicits local businesses as prospective advertisers.
- Oversees the production of the Community Living Magazine, including development of production schedule, selecting artwork, organizing class and community information, advertising, proofreading and reviewing for accuracy.
- Researches, prepares, edits, and evaluates various narrative statistical reports, spreadsheets, webpages, publicity material, forms, correspondence, memoranda, lists, rosters, and schedules. Prepares and edits brochures, newsletters. Designs data worksheets and dashboards.
- Assists patrons with facility rental needs, class functions, and other activities/events. Responds to and resolves inquiries and concerns from participants, family members and the public.

- Coordinates and supervises activities at the community center; ensures that sites are maintained clean, safe, orderly and secure condition.
- Provides basic facility maintenance and conduct daily inspections of City facilities, including kitchen to ensure facilities are in compliance with State, County, and City regulations.
- Plans, staffs, supervises, and implements assigned special events; prepares reports and maintains records related to assigned activities.
- May develop and maintain complex scheduling and permitting activities, including ensuring compliance for insurance and liability coverage.
- Perform other duties as assigned.

## **ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

- Standard office practices and procedures, including the use of standard office equipment, record keeping, business mathematics and basic computer applications related to the work.
- Principles and practices of program administration, including budgeting, purchasing and personnel management.
- Principles and practices of fiscal, statistical and administrative data collection and report preparation.
- Computer applications related to the work, including word processing, spreadsheet and database applications.
- Records management principles and practices.
- Techniques of dealing with individuals of various ages and from various socio-economic groups and for effectively representing the City in contacts with users and the community.
- Principles and practices of employee and volunteer supervision, including work planning, assignment, direction, review and training.
- Safe work practices.

**Ability to:**

- Organize, set priorities and exercise sound judgment within areas of responsibility.
- Maintain and prepare clear, accurate and concise records and reports.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Interpret, apply, explain and reach sound decisions in accordance with laws, regulations, policies and procedures.
- Use English effectively to communicate in person, over the telephone and in writing.
- Operate standard office equipment, and basic computer applications related to the work.
- Organize and maintain office and specialized files.
- Understand and implement oral and written instruction.
- Work independently in absence of supervision.
- Attend night and/or weekend meetings, events or activities outside normal business hours.
- Plan, schedule, assign, direct and review the work of staff and volunteers.
- Travel to various sites and operate a motor vehicle safely.

**EXPERIENCE, TRAINING, AND CERTIFICATIONS**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major course work in recreation, human services, physical education or a related field and two (2) years of experience with a minimum of one (1) year in a lead role.

**License:** Must possess and maintain a valid Class C California driver's license and a satisfactory driving record.

## **WORKING CONDITIONS**

**Physical Demands:** Must possess mobility to work in a standard office setting and use standard office and/or recreation equipment, including a computer; to operate a motor vehicle and to visit various City 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 work areas 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

May be required to work on evenings, weekends, and holidays.

**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.

*Note: All employees of the City of Rancho Santa Margarita are designated by both State law and City ordinance 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.*

**FLSA:** Non-Exempt