



CITY OF RANCHO SANTA MARGARITA JOB DESCRIPTION

COMMUNITY SERVICES SPECIALIST

DESCRIPTION

Under general supervision, performs general and specialized secretarial and administrative duties in connection with Community Services programs; assists in the delivery of recreation programs and community services; provides administrative support to the Community Services Manager; and performs related work as necessary.

CHARACTERISTICS

This classification receives general supervision from the Community Services Manager. Classification may receive technical supervision from the Community Services Coordinator. May exercise lead direction over part-time staff and/or volunteers.

EXAMPLES OF DUTIES

The duties listed below are intended only as illustrations 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 class.

- Communicate with sponsors, local businesses, organizations and volunteers regarding the planning and implementation of community programs, meetings, and events.
- Maintain calendars of department activities, meetings and various events; schedule meetings between City staff and/or other groups and organizations; arrange for necessary materials to be available for meetings.
- Manage office support functions; prioritize and coordinate work assignments; review department work for accuracy.
- Perform office duties, including ordering office supplies, cashiering, answering the telephone, greeting patrons, data entry, copying, and filing.
- Assists in planning and conducting special events, recruit and train event volunteers.
- Assist with maintaining a computerized class enrollment and facility reservation information system; maintains mailing list database.

- May research and assist in creating presentations, printed materials, online communication, and related community outreach materials.
- Compose letters, memoranda, charts, and basic reports; proofread a wide variety of documents.
- Inventory and maintain supplies and equipment.
- Coordinate community programs, including the Senior Mobility Program; negotiate rates, develop vouchers, create and maintain databases; record sales and voucher usage and process program reports.
- Assist with facility reservations, including phone and front counter contact, registering patrons for classes and programs, processing receipts and record keeping.
- Serve as initial contact for department, and greet visitors; provide information to the public, instructors, and other City departments.
- Maintain a variety of files and records for departmental programs; ensure proper filing of documents in department and central files.
- Assist in a variety of department operations and perform special projects and assignments as requested; attend meetings as appropriate.
- Assist with the development of promotional materials, sponsorship packets, fliers and newsletters.
- Provide administrative support and assistance to the Community Services Manager.
- Respond to complaints and/or requests for information and assistance.
- Receives, sorts, and distributes incoming and outgoing mail; copies and distributes reports, correspondence, and memorandums; answers, screens, and directs incoming calls.
- Collaborates with staff in the development, design, and content of various City publications and outreach materials, including the Community Living Magazine; and assists in creating and disseminating communication and marketing materials.
- Ensure a safe environment for staff and participants and maintain responsible operations of City facilities and programs at all times.
- Perform other duties as assigned.

ESSENTIAL QUALIFICATIONS

Knowledge of:

- Office administration practices and procedures.
- Practices and principles of fiscal, statistical and administrative data collection and report preparation.
- Principles of business letter writing: proper English usage, spelling, vocabulary, grammar, and punctuation use.
- Principles and procedures of record keeping.
- Standard office practices and procedures, including the operation of standard office equipment.
- Basic municipal government practices and operations.
- Writing and editing techniques.

Ability to:

- Organize, set priorities and exercise judgment within areas of responsibility.
- Maintain and prepare clear, accurate and concise records and reports.
- Communicate clearly and effectively orally and in writing.
- Operate a computer using word processing and spreadsheet software; may include Microsoft Word, Excel, Outlook and PowerPoint.
- Organize and maintain office and specialized files.
- Understand and implement oral and written instruction.
- Travel to various sites and operate a motor vehicle safely.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of direction.
- Using English effectively to communicate in person, over the telephone and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

TRAINING, EXPERIENCE, AND CERTIFICATIONS:

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

Education equivalent to completion of the twelfth grade; and two (2) years of increasingly responsible office administrative or secretarial experience. Public sector experience is highly desirable.

License: Possession of, or ability to obtain, and maintain a valid California Driver's License may be required.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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.

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 interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

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

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)

FLSA: Non-Exempt