

**CLASS SPECIFICATION**  
**Children Services Supervisor**

**GENERAL PURPOSE**

Under direction, supervises, oversees and coordinates a variety of recreation and childcare programs and special recreational events that offer a wide range of recreational, educational and social opportunities to the community; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Children Services Supervisor is responsible for supervising and overseeing a wide range of recreational and childcare programs, including sports leagues, classes, camps, childcare and teen programs and special events. The incumbent is responsible for overseeing and evaluating assigned recreational and childcare programs and activities to ensure their delivery is responsive, effective, safe and stimulating. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

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 this class.

1. Plans, organizes, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve the department's goals and objectives; contributes to development and monitoring of performance of the planned activities against assigned annual program and special event budgets; participates in developing, implementing and evaluating programmed activities that respond to established City goals and objectives, and to its quality and service expectations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's human resources policies and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee-relations environment.
4. Supervises, oversees and coordinates a variety of recreational and childcare programs, activities and special events; assesses community recreational and childcare needs and interests, and implements and promotes programs that will serve these identified needs and interests; researches and applies for

grant funding for recreational, childcare and nutrition programs; compiles and prepares project and grant applications and proposals; solicits volunteers and donations from the community.

5. Trains, supervises, schedules and evaluates site supervisors, teachers and support staff providing childcare and child development services; oversees and monitors facility and staff licensing for outside childcare providers; maintains effective working relationships and resolves issues with parents, school personnel, staff and children; maintains records and reports of daily activities.
6. Attends and participates in public functions and attends community meetings; provides information and speaks at community events regarding recreational and childcare activities and programs offered by the City; prepares news releases and other public relations materials regarding recreation and childcare services offered by the City; responds to and resolves citizen inquiries and complaints.
7. Prepares staff reports, special studies, program and employees handbooks and operational policies and guidelines; researches legislation regarding current practices, techniques and principles of childcare and child development and prepares reports to department management regarding any impacts on department programs.
8. Supervises and oversees assigned City recreational facilities; coordinates maintenance of facilities as needed; may assist with making reservations for use of City recreational facilities by outside parties.
9. Performs project management duties for a variety of special recreational and childcare projects; prepares public bids and obtains permits; works with contractors and oversees project activities.
10. Provides training to family day care providers; conducts regular meetings for day care providers and childcare center staff; makes referrals to parents to day care homes and centers.
11. Serves as liaison to and participates in outside childcare and youth activities advocacy groups and committees; prepares a variety of publications and materials for use by advocacy groups and committees.

#### **OTHER DUTIES**

1. May order, control and maintain recreational and childcare supplies as needed.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Education and recreation practices and techniques relating to the care and supervision of school-age children.
2. Special needs and child development philosophies and issues.
3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility, including regulations governing childcare services and licensing.
4. Public recreation program development, implementation and oversight.
5. Principles, methods and practices of budget development and administration.

6. Methods and techniques used in customer service and public relations.
7. Basic safety issues associated with the care of participants, and CPR and first-aid practices and training.
8. Principles and practices of effective supervision.
9. City human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Plan, manage and direct a variety of child and youth service programs and activities.
2. Organize, set priorities, implement planned program activities and exercise sound independent judgment within areas of responsibility.
3. Assess the effectiveness of daily program activities and operations.
4. Coordinate programs with other community groups and agencies.
5. Research and stay current with legislation, new practices, techniques and principles of childcare and development.
6. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
7. Represent the City effectively in meetings with community groups, the media and the public.
8. Communicate clearly and effectively, both orally and in writing.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Establish and maintain effective working relationships with City management, staff, program participants, parents, local school personnel, volunteers, other public agencies, the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a degree in public or business administration, child development, recreation administration, sociology or a closely related field; and at least six years of progressively responsible recreation program development and implementation experience, at least one year of which was in a lead capacity; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

CPR and first aid certificates obtained within six months of date of hire.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines on multiple concurrent tasks; work with constant interruptions; and interact with City management, staff, program participants, parents, local school personnel, volunteers, other public agencies, the public and others encountered in the course of work.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. The employee may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.

A flexible work schedule including evening, weekend and holiday work and meetings may be required.