

CLASS SPECIFICATION
Community Services Supervisor

GENERAL PURPOSE

Under direction, supervises, evaluates, oversees and participates in the operations and activities of the Recreation Division's front office; coordinates and supervises special events; coordinates marketing of division programs and activities; plans, coordinates and supervises City-wide special events; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Community Services Supervisor is responsible for supervising, overseeing, evaluating and participating in the operations of the Recreation Division's front office responsible for providing customer service to the public. An incumbent is also responsible for supervising and coordinating marketing of division programs and activities and plans and coordinates special events. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

Community Services Supervisor is distinguished from Recreation Supervisor in that incumbents in the latter class supervise and coordinate a variety of recreation programs and recreational events.

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 assigned goals and objectives; contributes to the development and monitoring of performance against annual division and program budgets; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve division and City goals, objectives and performance measures consistent with the City's 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; recommends compensation and provides other rewards to recognize performance; 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 City objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Supervises, evaluates, oversees and participates in the work of Recreation Division front-office and public counter staff responsible for providing information to the public on City recreation programs

and facilities, facility and special event applications and reservations and recreation program registration; provides facility schedules and makes park and picnic shelter and field reservations for customers; registers customers in recreation programs; processes special event applications; maintains division insurance records; programs lights for evening athletic events; balances cash drawer and prepares daily deposits; answers division phones and routes calls to appropriate staff member; responds to and resolves citizen inquires and complaints or refers to appropriate staff member for resolution.

5. Coordinates marketing of the division's programs and activities; provides direction and assists with the design of division printed materials, including flyers, brochures, invitations, banners, promotional items and folders; provides recreation program and activity information and schedules for upload to the City's and division's website; prepares printing schedules; assists in the design, revision and preparation of recreation activity guides; designs and prepares displays for national conferences; researches and makes recommendations on marketing plans for sponsorship campaigns for division programs.
6. Plans, coordinates and supervises City-wide special events; serves on the City's Special Event Ad-Hoc Committee; promotes and acquires sponsorships for major programs and events and prepares staff reports for agencies requesting City co-sponsorship; plans and coordinates park dedications and grand openings.
7. Prepares requests for proposal, contracts and service agreements to obtain necessary services, equipment and supplies for City recreation programs; recommends award of contracts to vendors and service providers.
8. Analyzes and prepares reports for division management regarding usage and participant fees for parks and recreation programs, services, facilities and equipment; prepares other special studies and reports as assigned.
9. Researches, develops and prepares recommendations regarding division policies and procedures; prepares reports regarding City ordinances and fee schedules for City Council consideration; prepares memorandums regarding division activities and programs to the City Manager as assigned; coordinates with the City Attorney's Office to resolve legal issues.
10. Acts as the software administrator for the division's computerized management/financial record system; creates specialized reports to extrapolate data for division evaluation of program revenues; acts as liaison with other divisions to verify accounts; provides technical support and training to division staff on system use.
11. Interfaces with Finance staff to reconcile accounts receivables and journal entries, make customer account adjustments, monitor revolving accounts, monitor refunds and credit card transactions, and justify and analyze funds handling in division accounts; tracks revenue and funding sources.

OTHER DUTIES

1. Serves on a variety of task forces and committees as assigned.
2. Attends a variety of meetings, training sessions, conferences and seminars as required.
3. Serves on the Emergency Operations Design Team and assists with preparations for City-wide disaster drills; serves as division call-out contact for care and shelter set-up during emergencies.
4. Serves as Recreation Division Manager in that individual's absence.

QUALIFICATIONS

Knowledge of:

1. Basic principles of community service, recreation programming and reservation systems.
2. City goals and policies pertaining to providing recreation activities and programs to the public.
3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
4. City park systems, facilities and programs.
5. Graphics design processes and materials, and marketing strategies using graphics alternatives.
6. Office administrative and management practices and procedures.
7. Basic research techniques, methods and procedures.
8. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
9. Principles and practices of sound business communication.
10. Principles and practices of effective supervision.
11. City human resources policies and procedures and labor contract provisions.

Ability to:

1. Design and develop software programs to assist management and staff in tracking budget expenditures and developing budget expenditure projections.
2. Attend and participate in public functions or gatherings to provide information on recreation programming and services.
3. Understand and carry out oral and written instructions.
4. Communicate clearly and effectively, both orally and in writing.
5. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
6. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
7. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
8. Establish and maintain effective working relationships with City management, staff, outside organizations, customers, the public and others encountered in the course of work.

Education, Training and Experience:

A bachelor's degree in public or business administration, recreation, physical education, sociology, sports management or a closely related field; and three years of progressively responsible experience in recreation program planning and supervision, at least one year of which was in a lead capacity.

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 or the ability to obtain certification 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 data, information and documents; analyze and solve problems; use math/mathematical reasoning; perform highly detailed work under changing deadlines on multiple concurrent tasks; work with constant interruptions; and interact with City management, staff, outside organizations, customers, 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.