



March 2019
FLSA: Exempt

COMMUNITY SERVICES MANAGER

DEFINITION

Under general direction, manages the city's recreation efforts and operations of parks and facilities; develops, monitors, and evaluates community and social programs to meet regulatory and/or oversight body requirements; performs public outreach, coordinates large community events, celebrations and sponsorships; oversees the community grants program; manages a variety of special projects including contract management of franchise agreements; serves as Emergency Services Coordinator and coordinates emergency management activities and training; oversees City-sponsored programs related to Senior Center operations (e.g. nutrition, shuttle transportation, annual grant allocation); and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Under general direction from the Administrative Services Director. Exercises direct and general supervision over professional, technical, manual, and clerical staff.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating a variety of programs including coordinating emergency preparedness activities and serving as liaison to franchisees; and supervises assigned staff. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Community Programs Division for the City of East Palo Alto.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedure
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of community programs services, projects, and activities; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director.
- Manages and participates in the development and administration of and oversees the division budget.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Serves as the City's liaison to franchisees and Community Access Television Station; attends Board meetings and assists in resolving franchisee customer service issues.
- Presents reports to and advises the City Manager, City Council, other commissions, and committees

related to area of responsibility including waste management franchise agreement renewals and Community Access Television operations.

- Works with the Finance Department in audits of franchise fee receipts and grant payment disbursements for reimbursement of Senior Center expenses.
- Collaboratively works with Senior Center representatives to ensure goals and objectives of nutrition and transportation programs are being met.
- Reviews and processes applications for park and facility use and special events; coordinate with City Departments to obtain approvals; prepares fee waiver requests for City Council review.
- Plans, organizes, coordinates and implements special City-wide events, including supervising volunteers.
- Negotiates, administers, and manages contracts for services and prepares required documents for renewal of City-wide service contracts, and present staff report to City Council for approval.
- Collaborates with the Police Department and Menlo Park Fire Protection District in scheduling and implementing Emergency Preparedness-related trainings and exercises for City staff; plans and implements Community Emergency Response Team (CERT) trainings and certifications.
- Represents the City in meetings with representatives of other agencies, department, organizations and community groups.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in planning; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of program planning including the methods and techniques of program evaluation and budgeting.
- Applicable federal, state and local laws, rules, ordinances, statutes, and regulations.
- Emergency preparedness methods, techniques and practices.
- Grant and contract administration practices.
- Marketing and community outreach principles and practices.
- Needs assessment and program evaluation practices and techniques.
- Research and analysis techniques.
- Preparing and presenting complex information in user friendly written and oral formats.
- Safe work practices and procedures.
- Use of technology to facilitate information gathering, sharing, and decision-making.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership and direction for the division and the City.
- Work independently and/or as a team member, organize work, set priorities, meet critical deadlines, and follow up on assignments with minimum direction.
- Administer contracts and grants.
- Remain calm in stressful situations and when simulating emergency/disaster response scenarios.
- Prepare, analyze and interpret complex reports.
- Apply logical thinking to solve problems, accomplish tasks, and to understand, interpret and communicate policies, procedures and protocols.
- Evaluate the effectiveness of assigned programs and implement modifications as necessary.
- Maintain accurate and organized records.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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:

Equivalent to a bachelor's degree in Business or Public Administration, Political Science, behavioral sciences or a related field and three (3) years of experience in program administration, with a minimum of two (2) years of supervisory experience. A master's degree or experience with Emergency Preparedness planning and implementation are both highly desired.

Licenses and Certifications:

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.

PHYSICAL DEMANDS

Frequently walk, sit, talk and hear; use hands and fingers to feel or operate assigned equipment; reach with hands and arms. May be required to climb or balance, stoop, kneel, crouch, bend, twist or crawl. Repetitive hand movement and fine coordination are needed when using a computer keyboard. Required to drive a city or personal vehicle and to quickly respond to emergency situations. Ability to occasionally lift and/or move up to 25 pounds and to climb flights of stairs. Specific vision abilities include close vision and the ability to adjust focus.

ENVIRONMENTAL CONDITIONS

Work is generally performed in an office environment, requiring the incumbent to be seated for prolonged periods of time, such as when attending meetings and when entering information into a computer. The employee must be able to complete specific administrative tasks while maintaining availability to public for inquires.