



COMMUNITY SERVICES SUPERVISOR

DEFINITION

Under general supervision of the Community Services Manager, plans, directs and supervises a variety of the City's recreation programs and activities related to area of assignment; and to provide highly responsible and technical staff assistance to the Community Services Division.

This position requires exceptional customer service skills, discretion, strong written communication abilities, and the ability to manage multiple priorities in a fast-paced municipal environment.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Community Services Manager. Exercises direct supervision over select full-time, part-time and hourly recreation personnel along with independent contractors.

DISTINGUISHING CHARACTERISTICS

This is first-line supervisory position within the Community Services Division. Receives general direction from the Community Services Manager. Exercises direct supervision over full-time, part-time and hourly recreation personnel and independent contractors.

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.

1. Develop and implement goals, objectives, policies and priorities related to assigned program area while providing conformance to overall departmental goals and objectives.
2. Plan, organize, coordinate and direct the planning, development and implementation of recreational and other community service programs.
3. Meet with public groups, clubs, organizations and agencies to explain and promote community service and recreational activities and programs related to area of assignment.
4. Survey community recreational resources and needs; assess and determine priorities and interest in community programs; develop and recommend new community service programs.
5. Approve and direct implementation of specific activities, plans and procedures prepared by full-time and part-time hourly staff or volunteers.

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6. Review and prepare reports as well as operating and activity records of various recreation programs related to area of assignment.
7. Prepare reports and other written material; schedule meetings, events and special activities.
8. Prepare and present agenda items for the Commissions and other City boards that the Community Services & Recreation division maintain.
9. Responsible to prepare and administer specific program budget; assist in the coordination of the division budget and monitor program budget.
10. Respond to complex complaints and requests for information.
11. Assist with ensuring divisional integration of program or facility procedures and policies.
12. Coordinate community programming with other City departments and divisions and with outside agencies.
13. Collaborate with Community Services Manager to seek funding opportunities that support programming
14. Manage and direct use and maintenance of facilities related to area of assignment; schedule the use of facilities; ensure order, security and cleanliness of facility.
15. Select, supervise, train and evaluate subordinate staff and volunteers.
16. Make recommendations relating to division unit program or operations policies.
17. Perform related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Modern methods, techniques, principles and procedures used in the development and administration of recreation and leisure service programs;
- Common recreational and social needs of various age groups; principles and practices of supervision, training and performance evaluations;
- Principles and procedures for implementing and directing a wide variety of recreation activities and the development of programs through community participation;
- Principles and practices of budget development and monitoring; principles and practices of safety and risk management.

Ability to:

- Develop and administer a community-based programming suited to the needs of the community and related to area of assignment;
- Plan, organize, coordinate and direct the development and implementation of recreation programs related to area of assignment;
- Establish and maintain effective working relationships with those contacted in the course of work; Establish key contacts within the City and surrounding areas in order to provide a comprehensive and
- regional approach to program planning;
- Analyze, interpret and explain division policies and procedures;
- Communicate clearly and concisely, both orally and in writing;
- Supervise, train and evaluate subordinates.

Education and Experience:

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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:

- Three years of increasingly responsible program administration experience in organized community service and recreation activities, with a minimum of one (1) year supervisory experience;
- Possession of a bachelor's degree from an accredited college or university with major work in recreation administration or a related field.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Typical physical requirements include:

- **Sitting and standing:** Much of the work is done at a desk, involving extended periods of sitting, but also standing during meetings, site visits, or client interactions.
- **Walking:** Occasional walking to meetings, community events, or client sites; may also involve short-distance travel to deliver or pick up materials.
- **Lifting and carrying:** Light to moderate lifting (up to 25–50 lbs.) of documents, equipment, or supplies; may include carrying items between locations.
- **Pushing or pulling:** Moving furniture, equipment, or supplies in the office or on-site.
- **Manipulation:** Using hands to handle documents, tools, or equipment; may involve repetitive hand motions when operating computers or preparing materials.
- **Reaching:** Extending arms to interact with clients, access overhead equipment, or retrieve items from shelves.
- **Low postures:** Occasional stooping, kneeling, or crouching during site visits or client service.
- **Vision and hearing:** Close vision for reading documents, computer screens, and forms; distance vision for presentations; hearing for client interactions and meetings.
- **Keyboarding:** Frequent use of a computer keyboard for reports, correspondence, and data entry.

ENVIRONMENTAL CONDITIONS

May involve office work, on-site supervision and travel to community locations.