

CITY OF SIMI VALLEY

COMMUNITY SERVICES DIRECTOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general administrative direction, plans, directs, manages and oversees the activities and operations of the Community Services department including citizen, compliance and transit services; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the City Manager.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assume full management responsibility for all department services and activities including citizen services, compliance and transit services; develop, recommend and administer policies and procedures.
2. Manage and direct the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.
3. Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
4. Plan, direct and coordinate, through subordinate level staff, the Community Services department's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.
5. Assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct and implement changes.
6. Respond to and resolve complex citizen inquiries and complaints regarding staff, City policy and neighbors; respond to City Council inquiries and take appropriate course of action.
7. Monitor various service contracts for compliance with established performance levels; follow-up and insure corrective action is taken as necessary.
8. Respond to inquiries from press contacts; monitor staff response to regular press calls.
9. Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
10. Oversee and participate in the development and administration of the department budget; approve the forecast of funds needed for staffing, equipment, materials and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.
11. Explain, justify and defend department programs, policies and activities; negotiate and resolve sensitive and controversial issues.

12. Represent the Community Services department to other departments, elected officials and outside agencies; coordinate assigned activities with those of other departments and outside agencies and organizations.
13. Provide staff assistance to the City Manager, participate on a variety of boards, commissions and committees; prepare and present staff reports and other necessary correspondence.
14. Provide staff support to assigned boards and commissions.
15. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of community services.
16. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services and activities of programs within the Community Services department.
Principles and practices of various programs within the Community Services department including, but not limited to, compliance, transit and citizen programs.
Principles and practices of program development and administration.
Methods and techniques of negotiation.
Office procedures, methods, and equipment including computers and applicable software applications.
Principles and practices of municipal budget preparation and administration.
Principles of supervision, training and performance evaluation.
Pertinent federal, state and local laws, codes and regulations.

Ability to:

Manage and direct a diverse and comprehensive community services program.
Develop and administer departmental goals, objectives and procedures.
Analyze and assess programs, policies and operational needs and make appropriate adjustments.
Identify and respond to sensitive community and organizational issues, concerns and needs.
Plan, organize, direct and coordinate the work of lower level staff.
Delegate authority and responsibility.
Select, supervise, train and evaluate staff.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Research, analyze and evaluate new service delivery methods and techniques.
Monitor expenditures consistent with approved budget.
Prepare press releases and respond appropriately to press contacts.
Prepare clear and concise administrative and financial reports.
Prepare and administer large and complex budgets.
Attend meetings at various locations and times.
Interpret and apply applicable federal, state and local policies, laws and regulations.
Operate office equipment including computers and supporting software applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field. Master's degree preferred.

Experience:

Six years of increasingly responsible community services experience including three years of management and administrative responsibility.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting.

Physical: Sufficient physical ability to work in an office setting and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

Revised: May 2006, July 2016