

CITY OF
SIMI VALLEY

COMMUNITY SERVICES MANAGER

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 direction, supervises and coordinates the activities and operations of a Community Services Center, including supervising the Center's programs, staff, volunteers and facilities; coordinates assigned activities with other divisions, outside agencies, and the general public; promotes available services; designs, implements and evaluates program goals and objectives; and provides highly responsible and complex staff assistance to a Deputy Community Services Director.

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. Coordinate the organization, promotion, staffing, services, and operational activities of the assigned center.
2. Manage and participate in the development and implementation of goals, objectives, policies and priorities; recommend and implement resulting policies and procedures.
3. Identify opportunities for improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.
4. Plan, direct, coordinate, and review the work plan for services and activities of the assigned center; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
5. Supervise the assigned center; oversee rental activity by private groups and outside individuals for after hours use; coordinate facility repairs, improvements and replacements as needed.
6. Manage all financial affairs and revenue development for the assigned center; monitor cash flow, revenues, expenditures, and quarterly financial reviews; develop and secure funding through grants, co-sponsorship and individual donations.
7. Investigate and research funding opportunities including grants; prepare and process application forms and ancillary documents; if the grant is awarded, ensure proper implementation and close out.
8. Coordinate, interface, and supervise the services provided at the center by public and private agencies.
9. Promote and schedule activities and use of the facility; create program and facility marketing materials such as news releases, email updates, newsletters, flyers, schedules of events, pamphlets, and brochures.

10. Provide staff support to various boards, commissions, and committees; prepare, revise, and distribute reports, agendas, minutes, memoranda and letters related to program needs and long range planning.
11. Supervise and coordinate the recruitment, training, and development of volunteer support staff; supervise independent contractors and ensure follow through on assignments.
12. Prepare reports concerning new or ongoing programs and program effectiveness; maintain records; maintain and file various reports; prepare statistical reports as required.
13. Monitor program compliance with laws, rules, regulations and City policies and procedures related to assigned programs.
14. Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures; provide for staff development and advancement.
15. Participate in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; recommend adjustments as necessary.
16. Provide responsible staff assistance to a Deputy Community Services Director; participate on a variety of committees and councils; prepare and present staff reports and other correspondence as appropriate and necessary.
17. Coordinate center activities with those of other divisions, agencies and organizations; develop partnerships with outside agencies to increase available services.
18. Respond to the City's Emergency Operations Center in the event of an emergency.
19. Attend and participate in professional group meetings; stay abreast of new trends and innovations relevant to the assigned programs.
20. Respond to and resolve disputes between clients, volunteers, partnering agencies, and staff as needed.
21. 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 a community services program.
- Principles and practices of community services program development and implementation.
- Marketing theories, principles, and practices.
- Methods and techniques of public relations.
- Methods and techniques of recruiting, training, and developing volunteers.
- Methods and techniques of facility management.
- Institutional and community development.
- Organizational development models and trends related to assigned programs.
- Office procedures, methods, and equipment, including computers and applicable software applications.
- Principles and practices of financial planning and tracking.

Principles of budget preparation and control.
Principles of business letter writing and basic report preparation.
Principles of supervision, training, and performance evaluation.
Pertinent federal, state and local laws, codes and safety regulations, and City policies and procedures.

Ability to:

Oversee, direct, and coordinate the work of subordinate staff.
Select, supervise, train and evaluate staff.
Oversee and direct community services programs.
Oversee and participate in the management of a Community Services Center.
Recommend and implement goals and objectives for community services programs.
Elicit community and organizational support for community services programs.
Conceive, create, and implement effective marketing programs.
Interpret and explain City policies and procedures.
Prepare and administer program budgets.
Create and negotiate contractual arrangements.
Allocate limited resources in a cost effective manner.
Work effectively with diverse populations.
Develop and maintain an effective volunteer program.
Prepare clear and concise administrative and financial reports.
Operate office equipment including computers and supporting software applications.
Interpret and apply federal, state, and local policies, laws, and regulations.
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 community services, business administration, or a related field.

Experience:

Four years of increasingly responsible experience coordinating community services programs including one year of administrative and/or lead supervisory experience.

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; exposure to computer screens.

Physical: Sufficient physical ability necessary for walking, standing or sitting for prolonged periods of time; light lifting and carrying; may be required to work irregular work hours including nights and weekends.

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.

CITY OF SIMI VALLEY
Community Services Manager (*Continued*)

Adopted: December 2003
Johnson & Associates

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