

CITY OF SIMI VALLEY

DEPUTY 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 administrative direction, directs, manages, supervises and coordinates the activities and operations of an assigned division within the Community Services Department which may include Transit, Senior Center, Youth Services, Cultural Arts Center, Library, Code Enforcement, Franchise Services and/or other community programs; coordinates assigned activities with other divisions, departments and outside agencies; and provides highly responsible and complex administrative support to the 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.

Assume management responsibility for assigned facilities, services and activities of the assigned division, which may include Transit, Senior Center, Youth Services, Cultural Arts Center, Library, Code Enforcement, Franchise Services and/or other community programs.

1. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.
2. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
3. Plan, direct, coordinate and review the work plan for staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
4. Evaluate the impact of federal and state legislation on program services and activities; develop programs and recommend revisions to existing programs.
5. Direct and participate in selected work functions to assist management staff in grant application preparation, administration, and reporting; conduct studies and prepare technical specifications and long range plans.
6. Supervise, direct, and coordinate the activities, agenda packet preparation, staffing and operations for City-appointed Boards and Commissions.
7. Supervise and monitor Division programs and services; ensure compliance with federal, state and local laws, regulations and codes.
8. Supervise franchise and contracted services; negotiate, administer and implement franchises, transfer agreements, stipulated judgments, contracts and agreements.
9. Interpret, administer, provide for and address citizen concerns, consumer protection, customer service standards, associated City franchises and agreements, and State laws.

Deputy Community Services Director (Continued)

10. Research, identify, develop, and administer additional funding and resources to enhance local service delivery through grants, collaborations, inter-agency partnerships, sponsorships, and volunteer efforts.
11. Coordinate communication and marketing materials including news releases, flyers, schedules, pamphlets, brochures, and electronic media.
12. Perform project management functions for capital, operating and planning projects.
13. Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
14. Oversee and participate in the development and administration of the Division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
15. Identify and prioritize necessary improvements and upgrades for City facilities and equipment operated by the Division.
16. Serve as a liaison for the Community Services Department with other divisions, departments and outside agencies; negotiate and resolve sensitive issues.
17. Serve as staff on a variety of boards, commissions and committees; coordinate with City staff on all levels regarding City-wide issues.
18. Prepare and present staff reports and other necessary correspondence for City Council consideration.
19. Provide responsible staff assistance to the Community Services Director; work with the Community Services Director, City staff, City Council and appropriate Boards and Commissions to identify and address long-range planning issues related to service delivery and staffing of services for specialized populations, including low income and needy and neighborhood issues.
20. Conduct a variety of organizational studies, investigations and operational studies; research and resolve issues; work with consultants as appropriate; recommend modifications to programs, policies and procedures as appropriate.
21. Research state and federal laws, rules and procedures related to assigned responsibilities and duties.
22. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of community services; collaborate with local and regional agencies.
23. Respond to and resolve difficult and sensitive issues related to external agencies, elected officials, staff, general public, citizen and media inquiries, and complaints.
24. 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:

Operational characteristics, services and activities of community services and programs, including municipal code and permit compliance, solid/household hazardous waste, cable television, fixed-route and paratransit services programs, franchises and contract administration, planning, and/or animal control programs.

Legal aspects assigned community services and programs.

Principles and practices of assigned community services and programs.

Principles and practices of program development, management, and administration for youth, senior, transportation, educational, and cultural programs and services.

Principles and practices of civic engagement, community outreach, boards and commissions, including open meeting laws, issues and practices.

Principles and practices of municipal budget preparation and administration.

Principles of supervision, motivation, training, and performance evaluation.

Methods and techniques of grant application, implementation, monitoring, and reporting.

Office procedures, methods, and equipment including computers and applicable software applications.

Pertinent federal, state and local laws, codes and regulations.

Ability to:

Administer franchises and contracts.

Oversee and participate in the management of a comprehensive municipal code and permit compliance, solid waste, cable television, and animal control programs.

Interpret and apply related municipal codes and federal, state and local laws, codes and regulations.

Resolve code enforcement, solid waste, cable television, and animal control related problems with external agencies, elected officials, staff, and the general public.

Oversee and participate in the management of a comprehensive community services program.

Oversee, direct and coordinate the work of lower level staff at multiple locations.

Select, supervise, train and evaluate staff.

Participate in the development and administration of division goals, objectives and procedures.

Prepare and administer large program budgets.

Prepare clear and concise administrative and financial reports.

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.

Interpret and apply federal, state and local policies, laws, and regulations.

Operate office equipment including computers and supporting software applications.

Attend evening and weekend activities as needed.

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, recreation and leisure studies, or a related field.

Experience:

Five years of increasingly responsible public sector experience including two years of administrative and supervisory responsibility.

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.

Adopted: September 2003
Johnson & Associates

Revised: August 2011, July 2016