

RECREATION AND COMMUNITY SERVICES MANAGER

DEFINITION

Occupants of this management classification are in the classified service. The positions assigned to this classification are responsible for managing and overseeing City-wide recreation, community services, and social services programs for the Parks, Recreation and Community Services (PRCS) Department.

SUPERVISION RECEIVED AND EXERCISED

The Recreation and Community Services Manager reports to the Parks, Recreation and Community Services (PRCS) Director. Responsibilities include the supervision of full-time and part-time recreation and community services staff, interns, contractors, and volunteers.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks or may perform similar related tasks not listed here.

1. Develop and oversee short and long range service plans for divisions within the department to meet the goals established by the PRCS Director, City Manager and City Council.
2. Review and manage the programs and services of the divisions within the PRCS Department.
3. Maintain a competent work force through appropriate recruiting, hiring, training, supervising, evaluating, disciplining, and motivating subordinates.
4. Advise and consult with the (PRCS) Director on significant matters and/or issues.
5. Maintain a current and thorough working knowledge of City and department policies and procedures.
6. Prepare the annual budget for assigned areas(s) of responsibility ensuring the budget adequately documents the amount and level of services to be provided. Exercise control over the authorized budget to keep expenditures within the set limits.
7. Research, prepare and/or present necessary written and/or oral reports and accompanying materials for City related activities, meetings, and communications.
8. Approve and manage community outreach and marketing strategies to enhance public awareness of programs and services provided and to encourage program and event participation.
9. Encourage effective and cooperative working relationships with City employees, other municipalities, professional organizations, social service agencies, and the public.
10. Ensure stellar customer service and promote positive public relations with all patrons, staff, volunteers, contractors, community groups, other governmental agencies, clubs, organizations, businesses, and non-profit agencies.
11. May be assigned to manage one or more divisions within the PRCS Department.

12. May act as the Director in his/her absence.
13. Perform other duties as assigned.

MINIMUM KNOWLEDGE, SKILL AND ABILITY

Knowledge of:

- Federal grant application and administration procedures.
- Theories, principles and techniques of recreation and community services programs, and budget management.
- Community outreach and marketing strategies through print, online, and social media.
- Program content, trends and issues for seniors, adults, teens, youth, sports, aquatics, volunteers, events, camps, classes, arts, childcare, special interests, afterschool programs, preschool, nutrition, disability and social services, and/or other related activities.
- Certification requirements, applicable health and safety regulations, laws, policies and requirements for assigned area(s) of responsibility.
- Effective personnel and supervisory management techniques.
- Report writing techniques.
- Principles of supervision and conflict resolution techniques.
- Customer service and patron experience management.
- Recreation, community and social services objectives, principles and techniques for the delivery of meaningful services to the public.
- Office procedures, equipment and computer skills.

Skill and Ability to:

- Assess community needs and desires, research trends, and evaluate the effectiveness of programs and services.
- Apply leadership skills and knowledge of social services grants and programs and recreational resources to enhance program services and community awareness.
- Provide effective customer service and establish and maintain effective community relations and working relationships with management, colleagues, subordinates, staff, appointed and elected officials and the public.
- Use initiative and good judgment, analyze and resolve problems in a timely manner.
- Make sound decisions based on thorough and accurate data gathering.
- Communicate effectively in both verbal and written form.
- Plan programs and services.
- Develop subordinates into a strong team.
- Translate plans into effective programs.
- Collect adequate and accurate information to address community problems, needs, and concerns.
- Work with staff in developing good public relations and awareness of senior and social service programs.
- Monitor and evaluate recreation and social service programs.
- Understand and administer various grants.
- Develop and administer a budget.
- Professionally respond to emergency situations.
- Multitask and organize work effectively to ensure deadlines are met while standards for accuracy and detail are achieved.

LICENSE AND CERTIFICATES

- Possession of a valid California Class C driver's license.
- American Red Cross or American Heart Association Adult and Pediatric (Child and Infant) CPR, AED and First Aid certifications or ability to obtain within six (6) months of appointment, is desired.
- American Red Cross Lifeguarding/Lifeguarding Instructor (LGI), Title 22 First Aid/ Title 22 First Aid Instructor, and Water Safety Instructor certifications are desired if assigned to supervise aquatics.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

- 1) A Bachelor's degree from an accredited college or university, preferably in Recreation, Kinesiology, Gerontology, Nutrition, Public Administration, Marketing, Communications, Early Childhood Education, or related/applicable field of study.
- 2) A minimum of five (5) years of full-time professional experience in recreation, public administration, physical education, special education, social services or closely related field in a position comparable to the Recreation and Community Services Supervisor. A Master's Degree in a related/applicable field of study is desirable and may be substituted for one (1) year of work experience.
- 3) A minimum of two (2) years' experience providing technical or general supervision to others is required.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS (WITH OR WITHOUT REASONABLE ACCOMODATION)

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform lifting, pushing and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Require the ability to stand for long periods.
- Require the ability to walk long distances.
- Is subject to office environmental conditions.
- May be required to work in inclement weather.
- May be required to use personal vehicle in the course of employment (required to maintain valid Driver's License and Automobile Insurance).
- May be required to work flexible hours including evenings, weekends, and holidays.
- May be required to attend periodic evening meetings and/or to travel within or out of City boundaries.