



CITY OF CHINO

Community Services Manager

Definition:

Under limited direction of the Community Services Director or Deputy Director, performs work of considerable difficulty and complexity in the administration, direction, supervision, and evaluation of recreation, human services, neighborhood services, senior programs, community center activities, special events, cultural arts (visual and performing arts), and specialized mental health, juvenile justice and social services programs; establishes and maintains effective contact with community leaders and groups; serves as a member of the Department's management team; provides highly responsible and complex staff assistance to the Community Services Director or Deputy Director, and performs related work as assigned.

Class Characteristics:

The Community Services Managers, through subordinate supervisors, are responsible for the administration and operations of either the Recreation or Social Services Divisions of the Community Services Department.

Essential Functions:

- Plan, organize, direct, and evaluate City-wide recreation and social services programs including; Neighborhood Services, Human Services, Senior Services, Community Events, Facilities, Youth Services, Sports Programs, Educational Programs, and Park Operations. Assume responsibility in the development of social services programs designed to aid individuals toward social adjustment, finding employment, housing, educational opportunities, and gang diversion programs including boxing, social and neighborhood service programs, case management, assistance programs, and service linkages for community resources.
- Assume responsibility in the development of programs designed to aid individuals (from children to seniors) and a broad range of community groups in the areas such as; adult and youth sports, contract classes, facility rentals, special events, children/teen programs, and senior services.
- Develop and sustain public and private partnerships within the community. Plan, develop, and implement goals and objectives, policies and priorities for the Community Services Department; participate in the evaluation of activities in their effectiveness in serving the public and monitor program compliance with Department policies.
- Receive and investigate citizen complaints and requests; determine and ensure appropriate disposition, monitor work completed in response to concerns forwarded by the Director of Community Services.
- Work with organized community groups and committees within the City and San Bernardino County in the promotion and coordination of programs and facilities; act as Department representative with school district officials participating in City programs; and attend meetings and provide staff support to the Community

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Services Commission and the City Council, including the preparation and presentation of staff reports.

- Develop and administer program budgets within assigned division; monitor and approve program and budget expenditures, forecast additional funds needed for staffing, equipment, materials and supplies; recommend adjustments as necessary, and research and prepare specific justifications for budget requests.
- Supervise, mentor and motivate the work of part-time, temporary/seasonal, and full-time staff; evaluate current programs, staff and facilities; review program proposals from staff; and develop comprehensive plans to satisfy future needs of Department services.
- Prepare and administer grants and other proposals which provide funding on an annual basis; write requests for proposals; maintain and monitor requirements of county, state, and federal funding sources.
- Participate in the employee recruitment and evaluation processes; develop and establish work methods and standards; conduct or direct training and development; and initiate disciplinary action when necessary.
- Solicit and develop fund raising programs; collaborate with local businesses in development of annual donor campaigns; maintain library of current funding resources for staff/volunteer reference; assist staff with proposal planning, collaboration, time lines, writing, and editing of proposals and post-funding activities.
- Direct the creation of promotional brochures, posters, letterhead, flyers, invitations, and releases; make presentations to small or large community groups.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- Bachelor's degree in sociology, social sciences, recreation, public administration, business administration, or a related field (required).
- Master's degree in public administration, business administration, social sciences, or a related field (desired).

Experience:

- Five years of increasingly responsible and relevant work experience.
- Five years of supervisory experience.

Extensive Knowledge of:

- Laws and regulations governing the conduct of recreation and social services programs.
- Principles of organization and administration.
- Principles of supervision, training, and performance evaluation.
- Office management and City budgetary processes.
- Program evaluation and analysis methods.
- Performing responsible and difficult work involving the use of independent judgment and personal initiative.
- Analyzing programs, identifying alternative solutions, project consequences of proposed actions, and implementing recommendations in support of goals.

Thorough Knowledge of:

- Activities, facilities, arrangements, resources, and equipment common to modern comprehensive recreation and social services programs.
- Principles and procedures of records keeping and reporting.
- State and federal regulations related to funding and grant proposals.
- Eliciting community and organizational support for recreation and social services programs.
- Interpreting and applying administrative and Department policies and procedures.

Considerable Knowledge of:

- Park development and associated facilities.
- Programs for maintaining security and enforcing regulations at parks and recreational facilities.
- Public relations principles and techniques.
- Coordinating and compiling information and statistics into complete records and reports.

Ability to:

- Select, train, supervise and evaluate employees.
- Understand cultural factors important to behavior patterns.
- Develop and implement recreation, social services, and education programs.
- Deal effectively and courteously with internal customers and with the public and individuals or agencies concerned with programs supervised.

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- Communicate clearly and concisely, both orally and in writing.
- Conduct studies and prepare verbal and written reports.
- Analyze community needs as related to Departmental programs and formulate goals and objectives.
- Establish and maintain effective relationships with the community at large, the City Council, and other public officials.
- Deal constructively with conflict and develop effective resolutions.
- Understand, explain and apply policies and procedures.
- Plan and enforce a balanced budget.
- Analyze unusual situations and resolve them through the application of management principles and practices.
- Operate and utilize a variety of software programs.
- Represent the City and/or Department in a variety of meetings.
- Handle confidential matters with discretion.

Special Requirements:

- Possess a California Driver License and a satisfactory driving record.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I

Link to description [here](#)

Employee Unit:

Unrepresented Management

Updated: 10/20/15

Replacing Community Services Manager classification specification dated 10/6/09.