

City of San Bruno

CLASS SPECIFICATION

CLASS TITLE:

DEPUTY DIRECTOR, COMMUNITY SERVICES

DEFINITION:

To assist the Director of Community Services in managing and directing the Community Services Department in the operation of recreational programs and services; manages a team of professional, technical, and administrative employees through subordinate supervisors; coordinates assigned activities with other City officials, divisions, departments, outside agencies, and the public; provides responsible and complex administrative support to the Director; serves as Acting Director in Director's absence; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Deputy Community Services Director oversees the functions and operations of one or more of the assigned Divisions. Incumbents are responsible for the overall development, implementation, and administration of divisional and department programs, processes, policies, and procedures. This classification is distinguished from the next higher classification of Community Services Director in that the latter is responsible for the overall management of the department.

SUPERVISION RECEIVED AND EXERCISED:

Receives administrative direction from the Community Services Director. Exercises direct supervision over assigned management, professional, technical and administrative support staff.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plan, organize, coordinate, and direct, directly or through subordinate supervisors, the work of assigned program and operational activities of the Community Services Department.
- Develop, implement, and maintain department goals, objectives, policies, and procedures.
- Review and evaluate work methods and procedures for improving organizational performance, enhancing services, and meeting goals; ensure that goals are achieved.
- Develop and implement department-wide management systems, procedures, and standards for program evaluation; recommend appropriate service and staffing levels.
- Manage a variety of contracts including, professional services; and technical services; ensure work is in compliance with specifications.
- Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to financial programs, policies, and procedures as appropriate.

- Plan, direct, coordinate, and review the work plan of all assigned staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with subordinate managers and staff for planning and evaluation of programs, services, and activities and to identify and resolve problems.
- Supervise, train, discipline, and evaluate assigned personnel; assist subordinate supervisory staff with difficult personnel issues.
- Direct and participate in the preparation and administration of department budget.
- Ensure adherence to applicable laws, codes, regulations, and guidelines applicable to the department; attend and participate in professional and community meetings; stay current on related issues and relative service delivery responsibilities.
- Serve as a resource for department personnel, City staff, other organizations, and the public; coordinate pertinent information, resources, and work teams necessary to support a positive and productive environment.
- Respond to and resolves difficult and sensitive citizen inquiries and complaints.
- Establish positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.
- Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary; and may serve as liaison to City Council sub-committees and other groups as assigned.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Respect and is sensitive towards the cultural and ethnic diversity of the community.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of excellent customer service.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Principles and practices of recreation program development, administration, and parks and facility management.
- Concepts of planning, supervising, and evaluating various aspects of recreation, education, and social service programs.
- Principles and practices of pools and facilities operations and maintenance, including methods, practices, materials, tools, and equipment, including operational characteristics of standard maintenance equipment common to a facility maintenance program.
- Principles and practices of contract, grant, and budget development and administration.

- Principles of management, supervision, training, and performance evaluation.
- Applicable federal, state, and local laws, codes, and regulations.
- Office procedures, methods, and equipment, including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Occupational hazards and standard safety practices.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of organizational analysis and management.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Principles and practices of excellent customer service.

Ability to:

- Organize and direct community service and recreation program operations, ensuring compliance with City policies and procedures, local, state and federal laws and regulations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret and apply City and department policies, procedures, rules and regulations.
- Supervise, train and evaluate personnel.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Possession of the equivalent of a bachelor's degree from an accredited college or university with major coursework in recreation administration, library studies, public administration or another field of study applicable to the responsibilities and requirements of this job class. Possession of a master's degree in public or business administration is desirable.

e.g. Four (4) years of progressively responsible experience performing program management and/or project coordination duties in community services program development and implementation, recreation, or library programs including at least two years of supervisory responsibility.

Special Requirements:

Ability to obtain and maintain a valid California driver's license.

Working Conditions:

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, and data base; motor vehicle; phone; radio; fax and copy machine.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

Work is performed mostly in office settings. While performing the duties of this job, the employee is occasionally required to sit, stand, walk, talk, and hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts or in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, fumes, toxic or caustic chemicals.

The noise level in the work environment is usually quiet to moderate.

Category:	Assistant Department Head
FLSA Classification:	Non-Exempt
Effective Date:	January 11, 2022
Revised:	N/A