



## Position Description

### **COMMUNITY SERVICES SUPERINTENDENT**

#### **GENERAL PURPOSE**

Manages, directs, supervises, and coordinates the daily operations of one or more divisions of service within the Community Services Department; maintains functional relationships among other service units; provides training and professional development to staff; develops policies and procedures; ensures that Department services are responsive to community needs; provides highly complex technical and professional staff assistance to the Community Services Director; may serve as the staff liaison to the Culture and Arts Commission, Parks and Recreation Commission, and Senior Advisory Board; may serve as the department head in the absence of the Community Services Director and the Assistant Community Services Director.

#### **SUPERVISION RECEIVED**

Works under general supervision of the Community Services Director.

#### **SUPERVISION EXERCISED**

Provides direct or indirect supervision of Department staff, including professional and paraprofessional staff and volunteers. This is a Fair Labor Standards Act (FLSA) exempt position.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)**

Assists with planning, develops, and implements Department goals, objectives, policies, and procedures; manages, organizes and directs implementation of specific activities, projects, plans, and programs; monitors and directs work flow; reviews and evaluates work products, methods, and procedures.

Assists in the preparation and administration of the Department budget; assists in forecasting additional funds needed for staffing, furniture, equipment, materials, and supplies; administers the approved budget.

Responsible for daily Departmental operations; prepares and supervises work schedules and makes staff assignments to ensure adequate staffing levels at all times.

Participates in the selection, training, supervision, and evaluation of personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures; recommends employee terminations.

Assists in the management of capital projects, including creation of project specifications, selection of contractors, types of materials and project scheduling.

Participates in the planning, oversight, and implementation of computer-based systems for all divisions of the Department. Examples of these include Library software, tree management software and recreation registration programs.

Provides professional and administrative support to the Community Services Director; compiles, analyzes, and prepares reports and related documentation.

Answers questions and provides information to the public. Investigates difficult or sensitive patron complaints, and recommends corrective action as needed.

Serves as San Bruno's representative to professional or affiliate organizations, such as the California Parks and Recreation Society (CPRS).

Represents the City and Department in the community and at professional meetings and committees as necessary. May work the Director with local schools, youth sports organizations, and other community groups as appropriate.

Oversee the selection and purchase of equipment, supplies, food, general collection of books and other items necessary to the delivery of Departmental services.

Performs other duties as assigned.

### **PERIPHERAL DUTIES**

Serves as a member of various employee committees; may represent the City and act as liaison with other agencies and represents the City in professional organizations as appropriate.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

Current techniques, principles, and practices of municipal service administration and organization; budget and financial procedures, techniques, and management; policy development and implementation, training, personnel management, performance evaluation, and employee relations; public purchasing policies; proficiency in office

productivity software including word processing, spreadsheet, and presentation software; interpersonal communication techniques for dealing with the public and staff; business correspondence and report writing.

**Ability to:**

Organize, direct, and implement Department programs and services to meet community needs; assist in the preparation and administration of the Department budget; coordinate, supervise, train, and evaluate personnel and volunteers; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work; analyze, interpret, and explain department and division policies and procedures; remain calm when dealing with difficult situations and/or several people at the same time, handling situations with tact and firmness; exercise good and independent judgment, initiative, flexibility, and tact in response to changing situations and needs; plan, communicate, delegate, and monitor a variety of concurrent projects; communicate clearly and concisely, both orally and in writing; use personal computer for word processing and other library applications; represent the Community Services Director at various assigned functions; and operate listed tools and equipment.

**Skill in:**

Operating computer equipment; proficiency with a variety of computer platforms and software.

**EDUCATION AND EXPERIENCE**

Bachelor's degree from an accredited college or university with major course work in recreation, human services, public administration or a related field. Master's Degree preferred.

A minimum of four (4) years of progressively responsible experience in the implementation of recreation, or human services activities/programs, including two (2) years of direct supervisory experience.

**SPECIAL REQUIREMENTS**

Possession of, and ability to maintain, a valid California driver's license.

**TOOLS AND EQUIPMENT USED**

Personal computer, including word processing and spreadsheet software, Internet search engines; phone, copy machine, fax machine, and vehicle.

## **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 the 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 is frequently required to walk, sit, talk, hear, use hands and fingers, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 40 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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment. Employee may be required to visit other departments, vendors, and customers. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

Employees primarily work indoors in a common work area and at a public service desk. Work schedule may include evenings and weekends.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job-related tests may be required.

Duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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