



Community Services Director Job Description

Under general administrative direction, the Community Services Director plans, directs, manages, and oversees the activities and operations of the Community Services Department including special events, cultural programming, facilities planning, maintenance and operations. To deliver innovative consistent and high-quality customer service, community engagement and resource management the Director will coordinate with other departments and outside agencies to assist with the community's needs.

Reports to:

City Manager

Salary:

\$92,498.65- \$108,820.94

Essential Functions:

NOTE: Regular attendance is considered an Essential Function for this position.

- Manage the development and implementation of departmental goals, objectives, and priorities for each assigned service area; recommend and administer policies and procedures.
- Assume full management responsibility for all Community Services Department services, activities, programs, and facilities.
- Develops, recommends, and implements a strategy plan for operational and capital improvements for programs and facilities for the Community Services Department.
- Develops a variety of Community services and recreational strategies, goals, and objectives for review and approval by Council.
- Encourage, develops, implements, and maintains partnerships with a wide range of community groups to enhance the provision of services to the community and maximize facilities and parks usage; establish new programs and ensure groups are aware of regulatory and legislative matters.
- Identify grant and other funding opportunities.
- Oversee the outside Grant Consulting firm and their needs as well as assist with preparing grant application and programs.
- Represents the Community Services Department to other departments, elected officials, and outside agencies including community organizations; develops community resources; coordinates assigned activities with those of other departments and outside agencies and organizations.
- Oversee and participate in the development and administration of the department's operating and capital improvement budgets; approve the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary; prepare cost estimates on special projects.
- Makes oral and visual presentations at public hearings, City Council meetings, and other outside entities.

- Monitors and evaluates the various workplans developed based on goals and objectives established for each area of service within the department.
- Ensures the provision of support and training to volunteer organizations which provide and assist with recreational programming.
- Ensures that plans are in place for making the best use of website, social media, technology, etc., to meet the service and communications needs of the department with the public.

Qualification Requirements:

- Manage and direct various functions involved in the development and implementation of recreational programs as well as facilities and parks/open spaces maintenance and operations programs.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Advanced principles and practices of program development and administration.
- Interpret and apply applicable federal, state, and local policies, laws, and regulations.
- Analyze and assess programs, policies, and operational issues, concerns, and needs.
- Establish and maintain an effective working relationship with all levels of management, City officials, vendors, other employees, and the public.
- Effectively respond to high pressure environment; meet deadlines and perform multiple tasks under pressure; work with frequent interruptions and changes in priorities.
- Assist in the planning, directing, delegation and coordinating work of assigned staff.
- Provide excellent public relations and customer service, often to multiple customers during the same time.
- Communicate effectively with diverse groups of individuals utilizing tact and diplomacy. Discern and observe needs of public. Handle difficult customers.
- Assist in the formulating, implementing, and administering of policies and procedures for effective fiscal control.
- Exhibit good professional judgment, analyze facts, recognize problems, and formulate and implement viable solutions.
- Proficiently use general office machines, such as phone, computer, calculator, copier, scanner, and fax machine.
- Proficiently use computers and Microsoft office applications; learn and proficiently utilize new computer applications including Incode software.

Education/Experience Required:

- High School diploma/GED required.
- Graduation from an accredited four-year college or university with a degree in business administration, public administration, or a closely related field.
- A minimum of 5 years in a supervisory capacity is required, with a record of upward progression.
- More than 5 years of community services experience may be considered in lieu of a degree or a combination of education, experience, and other criteria.

Other Requirements:

- Valid Texas Class C Driver's License with satisfactory driving record, as defined by City policy.
- Proof of citizenship and/or eligibility to legally work in the United States.

- Satisfactory background check
- Must submit to and pass a pre-employment drug test.

Preferred Certification:

- First Aid and CPR/AED

Supervisory Responsibilities:

Yes

Working Conditions:

The work condition characteristics describe here are representatives of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is confined mainly to an office setting.
- May include flexible hours, including weekends, holidays and some after-hours work or overtime work in response to emergencies.
- Stressful situations are inherent to this position.
- Work may occasionally require travel, including over-night stays, involving training and conducting City business.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit or stand for long periods, answering phones, assisting defendants, performing computer work, filing, copying, scanning, and other administrative work.
- Must possess general manual dexterity to operate computer, office machines, perform filing or other office functions; and reach with hands or arms.
- Must be able to move about office, bend or stoop, retrieve files, lift books or other materials, use stepstools and stepladders to store and retrieve items of various sizes, shapes and forms weighing up to 30 pounds.
- Must be able to handle stressful situations.
- Must possess mental acuity for attention to accuracy and detail.
- Must see in the normal visual range with or without correction.
- Must hear in the normal audio range with or without correction.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

This description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned.

City of Manor is committed to compliance with the American Disabilities Act & Accommodations Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please contact the Human Resources Department at (512) 272-5555.

The City of Manor is an Equal Opportunity Employer