

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



TITLE: COMMUNITY SERVICES MANAGER

PERSONNEL COMMISSION APPROVAL: FEBRUARY 17, 2021 (REVISED)

COUNCIL APPROVAL: MARCH 17, 2014

JOB CODE: 0353

EMPLOYMENT STATUS: REGULAR FULL-TIME

UNIT REPRESENTATION: MEO

FLSA STATUS: EXEMPT

EEOC CODE: PROFESSIONALS

JOB SUMMARY

Under administrative direction, oversees the operations, services, programs, and activities of a major division within the Community and Library Services Department.

SUPERVISION RECEIVED AND EXERCISED

Reports to: Deputy Director of Community and Library Services

Supervises: Assigned supervisory, administrative and clerical staff

DISTINGUISHING CHARACTERISTICS

Community Services Manager may be assigned to manage any of three divisions. The facilities and events division consists of beach parking and camping, parking meters, sports complex operations, concessions and specific events. The programs and services division includes senior citizens services, and parks and recreation services and activities. The library and cultural services division consists of all library services, arts and cultural programs at the Art Center and the Theater at the Central Library.

Assignments may be interchanged if deemed necessary by the Director of Community and Library Services.

EXAMPLES OF ESSENTIAL DUTIES

- Directs and manages staff in supervising, coordinating and administering operations of assigned division:

Facilities and Events Division

- Oversees the operations of the City's beach parking, downtown parking structure, and camping facilities. Acts as liaison between City and downtown businesses including major hotels;
- Oversees the operations of the City's 45 acre Central Park Sports Complex;

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- Oversees the City and non-City sponsored events and special promotions on public property. Acts as liaison between City and event promoters, various government agencies, corporate partners, and community members;
- Acts as the liaison between the City and a wide variety of private concessionaires including, but not limited to restaurants, snack bars, equestrian centers and golf courses.

Programs and Services Division

- Oversees the operations of human services and recreation programs at the Senior Center in Central Park, Edison and Murdy Community Centers, City Gym & Pool and the Art Center, which provide various recreation, athletic, and community programs;
- Acts as liaison between several community groups such as sports organizations and non-profit organizations, other City departments, and school district officials;
- Maintains close contact with school officials and community groups regarding program offerings and coordination of services;
- Oversees the SANDS Recreation Guide with over 125 independent contractors.

Library and Cultural Services Division

- Oversees the operations of library services, including programs and activities at the library branches and the Art Center;
- Maintains close contact with school officials and other community groups, as well as the Programs and Services Division, regarding program offerings and coordination of services;
- Serves as the primary contact with the State Library of California, for library specific grants and programs;
- Coordinates the Library's participation in the CA State Library Broadband program, providing high-speed internet access to all library locations through membership in CENIC;
- Represents the Library on the Santiago Library System Executive Committee and helps set policy for cooperative programs with other Orange County Public Libraries;
- Performs outreach to the community, community organizations and schools; provides informational presentations on library services, programs, and collections;
- Keeps abreast of current trends and innovative practices in library science and information technology by reviewing professional literature and participating in professional organizations.

Examples of Essential Duties for All Divisions

- Prepares requests for proposals; oversees consultants in the preparation of plans and reports;

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- Reviews facility needs and coordinates with various departments to assist in planning for facility development and projects;
- Plans, directs, coordinates, and reviews a division's work plan; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; recommends appropriate service delivery and staffing levels;
- Oversees and participates in the development and administration of the department's annual budget, including the forecasting of funds needed for staffing, equipment, materials, and facilities; monitors and approves expenditures; develops strategies for funding division projects and programs;
- Interacts with other divisions, departments, and outside agencies; represents the department on a variety of boards, commissions, foundations, and committees;
- Participates in the assessment, planning, and evaluation of citizen-based facilities, programs and services;
- Responds to and resolves sensitive and difficult public inquiries and concerns;
- Manages the development, implementation, and administration of goals, objectives, policies, procedures and priorities for community services programs and other assigned projects;
- Monitors and evaluates the efficiency and effectiveness of service delivery practices and procedures; recommends and administers appropriate service delivery methods and staffing levels;
- Plans, directs, coordinates, and reviews work plans; selects, trains, motivates, and evaluates assigned personnel; implements corrective action plans and administers discipline;
- Provides responsible staff assistance to the Community Services Director;
- Conducts a variety of organizational and operational studies and investigations; prepares and presents staff reports and other necessary correspondence;
- Collaborates with other department staff to achieve optimal departmental and city-wide performance and outcomes;
- Attends leadership, management, supervisory and other relevant training to stay abreast of industry best practices;
- Develops processes to ensure business continuity in the event of a disaster;
- Reports to work as scheduled and works a variety of schedules including evenings, weekends and holidays as required;
- Maintains a regular and consistent attendance record;
- Travels to offsite locations within and outside the City;
- Monitors department's maintenance and professional services contracts for compliance;
- Participates in the negotiation, development, and implementation of related City Capital Improvement Projects as well as capital improvements to existing facilities;
- Acts on behalf of the Director of Community Services in his/her/their absence, as delegated;

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- Performs other related duties assigned.

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Principles and practices of facilities development and construction; and project management
- Principles and practices of recreational planning and operational characteristics of community services and recreational programs and activities
- Applicable federal, state, and local laws, codes and regulations governing the management and administration of community services and recreation programs
- Facilities management oversight
- Principles and practices of public administration and municipal government operations including budget preparation and administration
- Supervision principles, training, and performance evaluation practices
- Principles and practices of program and project development and implementation
- Community services funding mechanisms and sources; methods and techniques of grant application and administration; contract negotiations and management

Ability to:

- Manage a community services division
- Oversee, direct, and coordinate the work of assigned staff and professional consultants
- Select, supervise, train, and evaluate assigned staff
- Participate in the development and administration of division goals, objectives, and procedures
- Prepare and administer large program and/or capital project budgets
- Prepare accurate, clear, and concise administrative and analytical reports
- Design and implement effective public relations programs
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals
- Interpret and apply federal, state, and local policies, laws, and regulations
- Communicate clearly and concisely, both orally and in writing

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- Establish and maintain effective working relationships with those contacted in the course of work.
- Travel to offsite locations within a reasonable timeframe

Education: Bachelor's Degree from an accredited college or university with major course work in Recreation Studies, Human Services and/or Cultural Services, Public Administration, Library Science or other closely related field. Master's Degree in Library & Information Science preferred for the Library & Cultural Services Manager position.

Experience: Five (5) years' increasingly responsible experience related to municipal recreation programming, human services, cultural services, library services or education administration, including three years' progressively responsible community services and/or library administrative and supervisory experience.

License/Certification: Possession of a valid Class C California driver license and an acceptable driving record are required by time of appointment and throughout course of employment.

SPECIAL CONDITIONS

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is performed primarily indoors. The incumbent sits for prolonged periods. Stands and walks to retrieve work files or to other departments or office locations. Leans, bends and stoops to perform work behind a desk or to retrieve information. Pushes, turns or twists to move chair or body from desk. Reaches to place or retrieve files or open file drawers or cabinets. Light grasping to hold a writing instrument or documents; firm grasping as needed to lift and carry work files or operate office equipment; finger dexterity to type on a computer keyboard. Requires vision to read correspondence, plans, specifications and other information. Requires hearing and speech to communicate in person, before groups, and over the telephone. When work is performed outdoors, there

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is full exposure to various weather conditions. Incumbent must wear approved safety equipment and protective gear including but not limited to hard hats, respirators, and/or hearing protective devices. May require walking on uneven ground and working around machinery, fumes, dirt and gas

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

Rev. 9/2017 jd
Rev. 8/2019 jd
Rev. Dec 2019 pa
Rev. Nov. 2020 pa

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