

CLASS SPECIFICATION
Parks and Community Services Division Manager

GENERAL PURPOSE

Under general direction, plans, organizes, manages and directs the major elements of the Parks and Community Services divisions, including recreation programs, activities and services, community center operations, and maintenance of the innovative funding system manages and coordinates City-wide maintenance of park and recreation areas, facilities, buildings, golf course, senior center, as well as other related facilities; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Parks and Community Services Manager is responsible for planning, implementing and evaluating the activities and operations of the Parks and Community Services Divisions. The incumbent has full management and administrative responsibilities for a large number of professional, support, part-time and seasonal staff, a wide array of programs and sites, including: Recreation, Community Services, Senior Services, Special Events and Child Care, Planning and implementing a comprehensive maintenance management program for the City's parks by establishing and monitoring performance standards and operations to ensure the highest degree of care possible. The incumbent is responsible for managing and integrating highly varied work programs requiring broad recreational programming and parks maintenance knowledge and experience. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below 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 this class.

1. Plans, organizes, controls, manages and evaluates the work of the Parks and Community Services Divisions with subordinate supervisors and staff, participates in establishing and implementing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.
2. Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to

address performance deficiencies, subject to management concurrence, in accordance with the City's human resources policies and procedures, and labor contract provisions.

3. Provides leadership and works with supervisors and staff to develop and maintain a high-performance, customer service-oriented work environment that supports achieving the City's mission, strategic goals and core values; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Plans, organizes, directs and manages overall operations, programs and activities of the community service centers and other recreation sites; manages, directs and monitors communication and enforcement of applicable City and department policies, practices, procedures and rules related to site operations and use. Manages, directs and monitors the activities and work of park maintenance, planning and scheduling operations in accordance with City standards for appearance, quality, efficiency and cost-effectiveness; oversees the development and implementation of work standards and procedures; supervises and monitors the development and implementation of preventive and predictive maintenance programs applicable to areas of responsibility.
5. Plans, directs and manages recreation program development, implementation, administration and evaluation; directs research and identification of program needs; initiates, directs and monitors development, organization and implementation of new programs and activities; evaluates the needs and interests of the community in assigned areas of responsibility; evaluates effectiveness of recreation program components and recommends program termination, revision or expansion, if appropriate. Prepares a variety of special and recurring studies and reports; develops recommendations to improve the maintenance, repair, functionality and appearance of park buildings, facilities and grounds; coordinates division activities with other divisions within the department as well as other City departments and outside agencies.
6. Supervises all Recreation and Community Services programming personnel, including application for and administration of grant programs, middle school sports, youth and adult sports programs, senior/community center, conference and recreation centers, after-school programs and associated activities.
7. Manages, directs and monitors the activities and work of park maintenance, planning and scheduling operations in accordance with City standards for appearance, quality and cost-effectiveness; oversees the development and implementation of work standards and procedures; supervises and monitors the development and implementation of preventative and predictive maintenance programs applicable to areas of responsibility.
8. Prepares a variety of special and recurring studies and reports; develops recommendations to improve the maintenance, repair, functionality and appearance of park buildings, facilities and grounds; coordinates division activities with other divisions, departments and agencies.
9. Participates in developing and administering contracts for the construction or improvement of park buildings, facilities and landscaped areas; oversees preparation of bids, specifications, agenda items and cost estimates; reads and interprets drawings for construction; recommends final design changes prior to bid; monitors construction activities to ensure conformance to contract requirements, specifications and standards; ensures compliance with contract terms and conditions.

10. Researches emerging trends and innovative management practices for park maintenance operations and makes recommendations to the Department Director for enhancement and changes; researches, develops and implements environmentally sound maintenance practices, including a comprehensive, integrated pest-management program consistent with applicable conservation, ecological and environmental principles.
11. Provides intradepartmental and interdepartmental support on various projects, including capital projects, park development, and facility management.
12. Confers with other local, regional, state and federal governmental and voluntary recreation agencies.
13. Develops, maintains and updates financial, statistical and other division reports and records; develops and prepares written reports and correspondence.

OTHER DUTIES

1. Keeps abreast of current trends in related fields by reviewing professional literature and participating in professional organizations.
2. May direct and manage administration and enforcement of permits for use of applicable recreation sites.
3. May act as project manager for specific recreation development projects.
4. May act for the department director in that individual's absence.

QUALIFICATIONS

Knowledge of:

1. Principles, procedures, practices, information sources and trends applicable to the field of recreation and community services programming, park planning, design, landscape architecture and ornamental horticulture.
2. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
3. Principles and practices applicable to park planning, design, landscape, architecture and ornamental horticulture, needs assessment, program implementation and program evaluation as they apply to recreation program management.
4. Methods and practices of grant application development and administration.
5. Principles and practices of public administration, including budgeting, purchasing, contract development and administration and maintenance of public records.
6. Principles and practices of effective management and supervision.
7. City human resources policies and procedures and labor contract provisions.
8. Applicable conservation, ecological and environment practices.

9. Contract law and inspection policies and procedures as applied by the City.
10. Safety regulations, safe work practices and safety equipment related to the work.
11. State guidelines and rules for safe use of pesticides, herbicides and fertilizers.

Ability to:

1. Plan, organize and manage the activities of a large recreation program to meet City business and public service objectives. Manage and direct a large parks and facilities maintenance, repair and cleaning program.
2. Plan, assign, direct and coordinate the work of staff engaged in performing a wide range of park maintenance activities, including golf course maintenance.
3. Manage and direct a large parks and facilities maintenance, repair and cleaning program.
4. Understand, interpret, explain and apply federal, state, and local policies, laws and regulations.
5. Plan, implement and evaluate recreation programs and make sound recommendations for improvements or expansion.
6. Develop, implement and enforce recreation program policies, procedures and processes.
7. Respond sensitively to community issues and concerns; handle citizen complaints in a timely and effective manner.
8. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
9. Exercise sound, expert independent judgment within general policy guidelines.
10. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
11. Establish and maintain effective working relationships with other City departments, managers, employees, volunteers, participants, representatives of other agencies, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, recreation management, horticulture, landscape architecture, park management, physical education or a closely related field; and at least seven years of progressively responsible professional recreation experience, at least three of which were in a supervisory or program/project management capacity; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

A State of California Pest Control Advisor License, a Qualified Applicator Certificate and a National Recreation and Park Association Playground Safety Inspector Certification are desirable.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to operate computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with other City departments, managers, employees, volunteers, participants, representatives of other agencies, the public and others encountered in the course of work.

WORK ENVIRONMENT

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

While performing the duties of this job, the employee works under typical office conditions, and the noise level is usually quiet. The employee may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud. Incumbents may be required to work extended hours, including evenings and weekends.