



## CITY OF CHINO

### Community Services Supervisor

#### **Definition:**

Under general supervision of a Community Services Manager or Deputy Director, plans, organizes and provides supervision and oversight for assigned recreation and social services program areas; assigns and reviews the work of staff responsible for coordinating recreation and social services programs, community center operations, and special events; and does related work as assigned.

#### **Class Characteristics:**

Community Services Supervisors are distinguished from other classes in the series by the degree of knowledge and independence required to perform assigned responsibilities. Positions in this class have the responsibility for planning and supervising two or more major recreational or social services program areas. They may be assigned or rotate on an as needed basis into one of several areas of responsibility, including: neighborhood services, senior services, human services, community events, facilities, youth services, sports, or educational programs.

#### **Essential Job Functions:**

- Plan, develop, organize, evaluate, and supervise extensive program activities and annual calendar of community programs; prepare funding recommendations and budget estimates; administer approved budget; prepare grant applications; maintain records and monitor requirements of county, state, and federal funding sources.
- Prepare, supervise, and monitor program contracts and grants per established guidelines.
- Determine personnel, equipment, and material needs for assigned areas of responsibility.
- Hire, train, supervise, and evaluate personnel, which includes full-time and part-time City employees. Establish performance requirements and personal development targets, monitor performance, and provide coaching for performance improvements. Approve staff schedules, time off requests, and timesheets.
- Oversee the hiring, supervision, and evaluation of independent contractors and volunteers.
- Develop and administer marketing efforts to promote program activities; and prepare news releases and brochures concerning recreation, leisure activities, and community services programs.
- Supervise the collection and accounting of program revenue; prepare budget recommendations for the allocation of personnel, equipment, and supplies for program activity areas; maintain inventories of program supplies and equipment; and supervise the procurement of goods and services by reviewing the purchase order and invoice processes.

## Community Services Supervisor

- Monitor effectiveness of programs; evaluate program attendance, participant responses and costs; and make recommendations regarding the continuance or cancellation of programs.
- Develop individual program budgets and monitor performance against the annual budget.
- Analyze trends in recreation and social services programming, community attitudes, programs being offered, program requests, socio-economic issues, population age groupings, and other factors in program planning.
- Attend meetings and assist in providing staff support to the Community Services Commission, including the preparation and presentation of staff reports.
- Meet with various professional and community groups to promote Department programming. Establish and maintain cooperative working relationships with those contacted in the course of work including the school district, community organizations, and parent groups.
- Prepare program reports and make presentations concerning program activities.
- Respond to requests for assistance and information.
- Exercise independent judgment in carrying out program responsibilities and activities.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Ensure a safe environment is maintained at City venues and events.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

### **Qualifications:**

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education:**

- High School Diploma or G.E.D. (required).
- Bachelor's degree from an accredited college or university with major course work in human services, senior services, recreation, public administration, or a related field (required).

### **Experience:**

- Three years of increasingly responsible experience in the planning, supervision, and implementation of a variety of recreation or social services programs.
- Supervisory experience (required).

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### All Assignments

#### **Considerable knowledge of:**

- Budgeting and personnel management.
- Principles of employee supervision and training.
- Methods and techniques of identifying community, program, and/or activity needs.
- First aid methods and safety practices related to recreational program planning and evaluation.
- Principles of research, statistical analysis, and report preparation.
- Community Center operations and oversight.

#### **Ability to:**

- Communicate clearly and concisely, both orally and in writing.
- Effectively work with people of varied demographic and socio-economic standing.
- Prepare and present concise and complete written and oral reports.
- Administer and supervise a variety of programs and projects.
- Select, supervise, and evaluate personnel.
- Deal tactfully and courteously with internal and external customers.
- Understand and follow verbal and written directions.
- Operate a computer and utilize a variety of software programs.
- Establish and maintain cooperative working relationships.
- Represent the Department in a variety of meetings.
- Use good judgment and make sound decisions.
- Understand, explain, and apply policies and procedures.
- Deal constructively with conflict and develop effective resolutions.

### Recreation

#### **Considerable knowledge of:**

- Theories, principles, practices, and programs common to the field of recreation and leisure services.
- Community center operations and management.
- Planning and evaluating recreation and leisure activity programs.

### Social Services

#### **Considerable knowledge of:**

- Methods and techniques of case management.
- Laws and regulations governing the conduct of social services programs.

### All Assignments

#### **Special Requirements:**

- Have the availability to work days, evenings, weekends, holidays, or special events.

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- Communicate in English and Spanish, both verbally and in writing. (Bilingual skills may be required for certain work assignments as determined by the Director of Community Services).
- Possess a California Driver License and a satisfactory driving record.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

### **Physical Profile:**

Category I

Link to description [here](#)

### **Employee Unit:**

SBPEA (Professional, Technical and Clerical)/Teamsters Local Union No. 1932

Revised: 5/22/19

Replacing Community Services Supervisor I classification specification dated 10/5/15.