

CLASS SPECIFICATION
Community Services Coordinator

GENERAL PURPOSE

Under general supervision, participates in planning, coordinating, implementing, promoting and overseeing various recreational activities and programs, including but not limited to the following areas: youth and adult sports, aquatics, tiny tots and day camps, after-school and teen recreation, special events, family and senior services, and contract classes; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Community Services Coordinator oversees implementation of a variety of recreation and community services programs that provide service to the community. Community Services Coordinator is distinguished from Community Services Supervisor, which is responsible for planning, directing and supervising the activities and staff of a City-wide recreation and/or community service program, while the Coordinator assists the supervisor or other division managers and carries out responsibilities within assigned areas of the program.

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. Participates in planning, coordinating, implementing, promoting and supervising assigned recreational programs.
2. Participates in the identification, planning, development and implementation of new or modified programs that promote and enhance the mission, goals and objectives of the department.
3. Trains, supervises and evaluates Recreation Leader and Recreation Aide staff and volunteers.
4. Provides lead work guidance and direction to other staff and volunteers; provides training and coaching; develops and coordinates staff schedules; maintains a positive and productive work environment; provides input on staff performance evaluations.
5. Performs public relations duties to sustain participant registration numbers; attends community meetings and makes presentations regarding programs offered to the community.
6. Recruits and coordinates recreation contractors for designated, self-sustaining classes; evaluates effectiveness of class by assessing previous program participation and participant comments; handles payments, participant transfers, customer complaints and compliments.
7. Creates, produces and distributes a variety of publications for public distribution and information, including flyers, newsletters, brochures and posters regarding recreation activities.

8. Contributes to the development and administration of the annual program budget within assigned areas of responsibility; monitors program revenues and expenditures.
9. Assists in development, compilation, generation and maintenance of financial, statistical and other program reports and records, including revenue, expenditures and program performance indicators; maintains and updates records for registrations and fees collected; develops and writes complete, accurate and concise written reports and correspondence.
10. Oversees development of curriculum for and presentation of preschool instructional classes that provide basic educational tools for kindergarten.
11. Assesses and participates in determining equipment and supply needs; within budget guidelines and necessary management approval, purchases equipment and supplies; supervises distribution; and maintains inventory of supplies.
12. Coordinates and schedules usage of recreation facilities; ensures a safe environment is maintained at recreation venues.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of recreation and leisure activities.
2. Basic principles, methods and practices of budget development, preparation and administration.
3. Basic safety issues associated with the care of participants; CPR and first-aid practices and training.
4. Federal, state and local laws and regulations applicable to assigned areas of responsibility.
5. Basic principles, practices and techniques of effective employee supervision and training.
6. Methods and techniques used in customer service and public relations.

Ability to:

1. Participate in planning, organizing, directing, coordinating and evaluating assigned programs, projects and events.
2. Participate in the development and administration of program goals, objectives and procedures.
3. Understand and apply administrative and departmental policies and procedures as well as pertinent federal, state and local laws, codes and regulations.
4. Maintain comprehensive recordkeeping and reporting systems.
5. Assess the effectiveness of daily program activities and operations.
6. Prepare clear, concise and comprehensive reports, correspondence and other written material.
7. Use basic office business machines including personal computers.

8. Communicate effectively, clearly and concisely, both orally and in writing.
9. Represent the City effectively in meetings with community groups, the media and the public.
10. Deal effectively with diverse members of the community and deal with dissatisfied or abusive persons.
11. Establish and maintain effective working relationships with participants, assigned staff, other City and department employees, 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 high school, or G.E.D. equivalent; and at least two years of experience performing general administration and program coordination work in connection with recreation and leisure activities; or an equivalent combination of training and experience. Bachelor's Degree from an accredited college or university in public administration, recreation, leisure services, or a closely related field is desirable.

Licenses; Certificates; Special Requirements:

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

CPR and first-aid certificates obtained within six months of date of hire.

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, employees are regularly required to sit; talk and hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; reach with hands and arms. The employee is frequently required to stand and walk.

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

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret information and documents; analyze and solve problems; use basic mathematics; perform work on multiple tasks, work with constant interruptions and interact with participants, assigned staff, other City and department employees, 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.

Employees normally work in an office setting, and the noise level is usually quiet. Occasionally, incumbents may also operate in a program facility or field environment where the noise levels may be moderately high. 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. Attendance at night and weekend meetings may be required.