

# **CITY OF GLADSTONE POSITION DESCRIPTION**

**Class Title:** Community Services Manager  
**Department:** Senior Center

**Range Number:** 48-NR  
**FLSA Status:** Exempt  
Supervisory  
Non-Represented  
**Date:** April 2022

## **STATEMENT OF DUTIES & RESPONSIBILITIES**

Responsibility includes the on-site operation of the Senior Center, and the development, coordination, and supervision of all employees and volunteers. Provides special programs and activities designed to attract a diverse and multi-faceted community-wide audience. Provides Emergency Resource Center management and coordination.

## **SUPERVISION RECEIVED**

Receives administrative direction and supervision from the City Administrator. When functioning as an Emergency Resource Center this position will receive direction from the Incident Emergency Manager.

## **SUPERVISION EXERCISED**

Supervision of Senior Center staff and community volunteers.  
Management coordinator of Center for use by City emergency management personnel and CERT teams as well as other community social service agencies during City emergencies.  
Interviewing, screening, placement and orientation of City-wide volunteers.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Manages development and implementation of community services programs and special events utilizing staff and volunteers, and creating partnerships and fostering collaborations to best leverage City resources and provide sponsorship opportunities.

Fosters productive relationships with City department directors and serves as liaison for emergency management groups utilization of facility as an Emergency Resource Center.

Markets and promotes community services programs and services and volunteer opportunities to the community; develops and maintains on-going market research and promotional strategy to generate interest in services; oversees and/or develops flyers, news releases, pamphlets, brochures and maintains the Center webpage.

Maintains close contact with non-profit organizations, school officials, community groups and others regarding programs and services; meet, partner and collaborate with community non-profit representatives to develop, provide and promote recreation programs.

Identifies, submits application and manages government grants, private foundation grants, corporate sponsorships, and civic contributions, as well as in-kind contributions of materials and services.

Prepares and monitors capital and operating budgets. Keeps accurate records on assigned projects and programs; prepares requests for proposals and manages consultants, concession agreements, leases and contracts.

Selects, trains, supervises, and evaluates work of Center employees and volunteers.

Supervises and monitors the use and maintenance of Senior Center; initiates prompt repair or preventative maintenance, and recommends capital improvement projects; maintains supply and equipment inventories, procure and distribute as necessary.

Provides staff support and information to boards, commissions, task forces, and other policy-making and advisory groups; represents the City and/or Departments on coalitions, boards, and advisory groups.

Develops written reports, including status reports, annual reports, policy recommendations, and other decision reports for advisory committees, City Council, and the public.

Develops policies and procedures for safe and secure public use of park and recreation facilities and areas including coordination of reservation and permitting system; oversees and monitors registration and fee collection process; administers contracts with partners, contractors and vendors.

Coordinates with the Public Works Department on risk management considerations and to maintain compliance with Americans with Disabilities Act for park and recreation facilities and programs.

Coordinates with parks/facilities maintenance staff to ensure availability of facilities for public use as well as maintaining Center infrastructure for use as an emergency resource center.

Coordinates with the Public Works Department on long-range goals in the program area. Determine program facility equipment and supply needs.

Makes public presentations before commissions, boards, and civic and professional groups and organizations regarding parks and recreational programs and facilities.

Develops procedures and processes necessary to administer a wide range of volunteer opportunities within the City. Coordinates with departments/divisions to identify, develop, and prioritize needs for volunteer staffing. Provides directors/supervisors information, explains processes, and makes recommendations for volunteer involvement.

Provides training to staff on how to effectively work with volunteers. Maintains contact with staff and volunteers to evaluate the effectiveness of their placement within the organization.

Coordinates with supervisors and volunteers to resolve disputes, and promote cooperation and continued interest in the volunteer program.

Coordinates, prepares, and presents public information in person as well as utilizing a variety of media to a variety of audiences promoting and marketing volunteer programs and services.

Maintains accurate records and provides timely statistical and activity reports on volunteer participation.

Receives, investigates and resolves participant, volunteer, staff, citizen, community group or community partner inquiries, concerns, complaints and problems.

Drives to city facilities, vendors, training programs, and local and regional meetings as necessary.

*The duties listed 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 the position.*

## **PERIPHERAL DUTIES**

Serves on various City ad-hoc and subcommittees.

Properly and safely operate multi-passenger vehicle with associated safety equipment.

## **QUALIFICATIONS**

### **Education and Experience:**

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A Bachelor's degree in Recreation Program Administration, Social Services, Gerontology, Sociology, or related field; eight (8) years of responsible experience in a related field which included two (2) years direct supervisory experience. Certificate of Volunteer Management preferred.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the essential functions may be considered.

### **Special Requirements:**

Valid driver's license with a clean driving record and the ability to be insured by the City's carrier.

CPR and Basic First Aid certification. Blood Borne Pathogens Training.

Emergency Management Awareness Training; Operational level preferred.

Familiarity with social media platforms such as Facebook, Twitter, and Instagram.

Ability to work flexible hours which may include weekends and holidays to monitor and/or supervise programs and facility use.

Ability to speak in front of diverse audiences to actively solicit public involvement.

Ability to pass a background check and gain security clearance for access into restricted City facilities and to work with sensitive and/or underserved populations.

**Knowledge, Skills & Abilities:**

- Extensive knowledge of the principles, philosophy, methods, and laws/regulations of the administration of a public, municipal all age-inclusive recreation program.
- Considerable knowledge of marketing recreation programs and special event programming.
- Considerable knowledge of applicable laws and regulations on contract administration including budget development; grant writing and administration.
- Considerable principles and practices of supervision, including training and performance management.
- Working knowledge of principles and practices of volunteer management.
- Basic knowledge of emergency management.
- Skill in modern office organization including records management.
- Computer skills at an intermediate level with Word, Excel, Publisher and Outlook.
- Strong customer service skills, for both external and internal customers.
- Skill at solving problems and resolving conflict.
- Skill in operating standard office equipment and inputting data to standard office and department forms.
- Excellent English grammar, spelling, and punctuation skills.
- Ability to analyze public recreation needs and to develop and implement safe programs to meet these needs.
- Ability to administer and direct the activities and personnel involved in a balanced recreation program.
- Ability to create and implement a city-wide volunteer program.
- Ability to prepare and monitor a budget for the Center.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to develop alternative solutions and works well in group problem solving situations. Ability to interpret an extensive variety of technical information.
- Ability to maintain accurate records and reports.
- Ability to exercise good judgment and make independent decisions in-line with standard operating procedures as well as during emergency operations; and, ability to maintain confidentiality of all information regarding participants in community services programs.
- Ability to safely drive a City vehicle.
- Ability to communicate effectively both verbally and in writing with program participants of all ages or mental/physical limitations as well as others individuals within or externally to the organization.
- Ability to present themselves professionally in both demeanor and dress.
- Ability to establish and maintain positive and cooperative working relationships with City staff other organizations, public officials and the general public.
- Ability to properly operate mobility-assistance equipment and devices, multi-passenger (transport) vehicle and associated safety equipment.
- Ability to organize work, pay attention to detail and achieve maximum efficiency with

minimal errors.

- Ability to attend/present at various events providing and promoting community services programs.

### **TOOLS AND EQUIPMENT USED**

Personal computer including word processing; publishing, spreadsheet; and email; Internet; copy machine with scanning, faxing, and printing features; and, various communication devices. Mobility-assistance equipment and devices; City vehicle.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach up and over with hands and arms; squat at the knees and bend at the waist to assist with mobility devices; move about easily on uneven surfaces and within a confined, limited access area. The employee is frequently required to walk and drive a City vehicle.

The employee must occasionally lift and/or move up to twenty (20) pounds and must be physically able to assist limited-ability participants. Specific vision abilities required by this job include close vision and the ability to adjust focus. An employee in this classification will require the ability to remain calm in stressful situations; the ability to react to emergency situations; well-developed coping skills are required. Working schedule will require flexible scheduling.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the Center work environment is usually quiet to moderate. An employee in this classification may encounter upset or disgruntled persons.

While performing the duties of this job, the employee frequently works in an environment that is exposed to varying levels of traffic, both vehicular and foot, and could include one or more older adult or limited-ability participants.

The employee occasionally has an outside work environment and may experience variations in temperature due to outside weather conditions. The noise level in the outdoor work environment is usually moderate but is dependent upon recreational activity and age and ability of participants.

In addition to a regular Monday-Friday work schedule, the employee may be required to work nights, weekends and holidays. The employee will be required to work during City emergencies to monitor and/or supervise programs and facility use. Employee will also experience public involvement through advisory committees and community outreach efforts.

*This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Created: July 2021. Revised 2022.