

ASSISTANT DIRECTOR OF COMMUNITY SERVICES

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under the general direction of the Director of Community Services, the Assistant Director of Community Services plans, organizes, directs, and oversees the operations of the Community Services Department, including parks, open spaces, recreational programs, and facility maintenance. This position assumes strategic leadership for budgeting, capital improvement projects, permitting use/events, staffing, and maintenance operations, ensuring alignment with the City's infrastructure goals and community needs. The Assistant Director coordinates activities with other departments, outside agencies, and community stakeholders, providing highly responsible and complex administrative support to the Director of Community Services. This role serves as a key leader in fostering community engagement, operational efficiency, oversight of daily operations and innovative service delivery.

IDENTIFYING CHARACTERISTICS

The Assistant Director of Community Services is a Middle Management position within the Community Services Department, reporting directly to the Director of Community Services. This role serves as a critical member of the department's leadership team, with responsibility for overseeing multiple program areas, including recreation, parks maintenance, facility operations, and capital projects. The position is distinguished from the Community Services Manager by its broader strategic oversight, including budget development, project management, commission reporting and policy implementation, whereas the Community Services Manager focuses on administrative and operational coordination. The Assistant Director of Community Services is expected to exercise independent judgment, provide visionary leadership, and act as the Director of Community Services in their absence.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties to address business needs and changing business practices.

1. Assumes tactical management responsibility for assigned Community Services Department operations, including but not limited to parks and open space maintenance, recreational programs (youth and adult sports, aquatics, camps, special events, and leisure classes), facility maintenance, and permitting for venues such as Town Hall, Placerville Aquatics Center, and public spaces.
2. Oversee departmental timekeeping, payroll processing, and approvals for new hires, rehires, and candidate interviews.
3. Reviews and approves time off requests.
4. Assists with the development and implementation of departmental goals, objectives, policies, and priorities; recommends and administers policies to enhance service delivery and operational efficiency.
5. Assists in overseeing the development and administration of the department's operating and capital improvement budgets; holds the forecasting of funding needs for staffing, equipment, materials, and supplies; monitors expenditures and recommends or implements budgetary adjustments to ensure alignment with fiscal constraints.
6. Supervises and coordinates the work of maintenance and recreation staff; assigns tasks, supports and assists Department Director with performance reviews, and ensures accountability for high-quality service standards for department staff.
7. Leads the planning, design, and execution of capital improvement projects, such as park renovations (e.g., Lion's Park, Rotary Park), facility upgrades (e.g., Town Hall, Aquatics Center), and infrastructure improvements to address deferred maintenance.
8. Manages the department's permitting processes for public venues, events, and rentals assisting with streamlining scheduling, fee collection, and compliance with City regulations to enhance user experience and revenue generation.
9. Conducts community needs assessments in collaboration with stakeholders, including residents, community groups, and school officials, to ensure programs and facilities meet evolving recreational and cultural demands.

10. Identifies and pursues grant opportunities and alternative funding sources; prepares grant applications and administers grant programs to support department initiatives.
11. Monitors and evaluates the efficiency and effectiveness of service delivery methods; implements data-driven improvements to address operational issues.
12. Serves as a liaison with other City departments, elected officials, and external agencies; negotiates and resolves sensitive issues to foster collaboration and support City-wide objectives.
13. Provides staff support to boards, commissions, and committees, including the Recreation and Parks Commission; prepares and presents reports to City Council and community groups.
14. Responds to and resolves complex citizen inquiries and complaints with professionalism, ensuring high standards of customer service and community engagement.
15. Maintains awareness of industry trends and innovations in parks, recreation, and facilities management; incorporates best practices to enhance program quality and operational resilience.
16. Oversees safety programs, including staff training and compliance with occupational health and safety regulations; ensures safe maintenance and operation of parks, facilities, and aquatics centers.
17. Acts as the Director of Community Services in their absence, assuming full responsibility for departmental operations and decision-making.
18. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time to successfully perform the assigned duties.

Knowledge of:

Operational characteristics, budgeting, fiscal oversight, community services, and activities of comprehensive parks, recreation, and facilities maintenance programs, including youth and adult sports, aquatics, special events, and cultural programs.

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1. Principles and practices of program development, administration, and evaluation, with a focus on community-driven outcomes.
2. Advanced principles of municipal budget preparation, capital project management, and expenditure control.
3. Methods and techniques for assessing community recreational and facility needs, including survey design and stakeholder engagement.
4. Modern maintenance practices for parks, open spaces, and facilities, including preventative maintenance and deferred maintenance strategies.
5. Principles of supervision, training, and performance evaluation to foster a high-performing, team-oriented workforce.
6. Pertinent Federal, State, and local laws, codes, and regulations, including those related to public safety, environmental compliance, and accessibility (e.g., ADA).
7. Techniques for securing grants, sponsorships, and alternative funding sources to support department programs.
8. Risk management practices and occupational health and safety standards for parks, aquatics, and facility operations.
9. Modern office procedures, including database management, procurement, and financial reporting systems.

Ability to:

1. Plan, direct, and manage comprehensive parks, recreation, and facilities programs, balancing operational efficiency with community needs.
2. Assist with the development and implementation of departmental goals, policies, and procedures that align with City infrastructure and service objectives.
3. Prepare and administer complex budgets and capital improvement plans, ensuring fiscal responsibility and resource optimization.

4. Supervise, train, and evaluate diverse staff teams, fostering professional development and accountability.
5. Analyze operational challenges, identify innovative solutions, and implement data-driven improvements across department.
6. Lead capital projects, including park renovations, facility upgrades, and infrastructure improvements, with a focus on quality, compliance and sustainability.
7. Build and maintain effective relationships with department staff, community stakeholders, elected officials, and external agencies to support program goals.
8. Secure and manage grant funding to enhance department resources and service offerings.
9. Communicate clearly and concisely, both orally and in writing, including delivering public presentations and preparing detailed reports.
10. Respond tactfully and effectively to internal and external customers, citizen inquiries, ensuring high standards of customer service and community engagement in all situations and environments.
11. Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines – Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in parks and recreation administration, public administration, business administration, or a related field. A Master's degree in a related field is highly desirable.

Experience:

Five years of increasingly responsible experience in parks, recreation, or facilities management, including at least three years of supervisory or administrative responsibility. Experience in municipal government and capital project management is preferred.

License or Certificate:

- Valid California Driver's License: Must possess or obtain by the date of appointment.
- Certified Park and Recreation Professional (CPRP) Certification: Must possess or obtain within one year of employment.
- Valid CPR, First Aid, and AED Certification: Must possess or obtain within one year of employment.
- Swimming Pool Operator's Certificate: Preferred, but not required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is performed primarily in a standard office environment with frequent travel to parks, facilities, and event sites; exposure to outdoor conditions, including all weather types, dust, pollen, and uneven or slippery surfaces; potential exposure to mechanical hazards at construction or maintenance sites; incumbents may be required to work extended hours, including evenings and weekends, and travel outside City boundaries for meetings or professional engagements.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office setting and field environment; to walk, stand, and sit for prolonged periods; to climb, bend, kneel, or stoop as needed; to lift, carry, push, or pull light to moderate weights; to operate office equipment requiring repetitive hand movement and fine coordination, including computer keyboards; to travel to various locations; and to verbally communicate to exchange information.

Vision:

See in the normal visual range with or without correction.

Hearing:

Hear in the normal audio range with or without correction.

Date Established: July 2025
Date Revised: Not applicable