

COMMUNITY SERVICES MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this 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 Community Services Manager provides management, operational oversight, and administrative support for the Community Services Department, encompassing administrative functions, recreation programs, park and facility maintenance, rentals, permits, public communication and community engagement initiatives. This role primarily concentrates on centralizing administrative functions for the Community Service Department; not limited to marketing, public communication, procurement, vendor invoice processing, database management, and facilitating budget administration, while directly supervising frontline staff to ensure high-quality, equitable service delivery or as a department representative (as needed). The manager supports development and implementation department policies, manages contracts, oversees procurement and fosters community partnerships to meet the diverse needs of Placerville's residents, ensuring compliance with fiscal and operational policies.

IDENTIFYING CHARACTERISTICS

The Community Services Manager is a supervisory-level position responsible for planning, coordinating, and implementing community services, administrative functions, recreation programs, communications and supporting park/facility maintenance for the City of Placerville. This role contributes to the Community Service Department management by assisting with developing policies, setting program goals aligned with departmental objectives, and overseeing budgets. The position exercises significant discretion in coordinating administrative operations, recreation programs, maintenance, facility operations, and parks, trails and creek; differing from the Recreation Supervisor and Assistant Director of Community Services by its broader administrative scope of front-line operations; including but not limited to, invoice processing, procurement, and office supervision included but not limited to reviewing and approving timesheets; centralizing administrative functions and oversight to enhance efficiency.

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 from those set forth below to address business needs and changing business practices.

Leadership and Frontline Supervision

1. Directly supervise frontline staff, assigning tasks, monitoring performance, and ensuring adherence to department policies and procedures as defined in the Departments Standard Operational Procedures.
2. Conduct regular performance evaluations, provide coaching, and implement disciplinary actions or training plans to address deficiencies for direct reports.
3. Lead frontline staff in daily operations, such as front desk daily operations; first phones, first counter, compliance cashier protocols, facility schedules and setups, and program enrollment and customer service - ensuring high standards of service.
4. Coordinate staff schedules, ensuring adequate coverage for office coverage occasionally including evenings and weekends (as needed).

Administrative and Clerical Oversight

5. Manage procurement processes, including processing vendor invoices, reconciling payments, and ensuring timely vendor payments for supplies and services.
6. Oversee procurement processes, including issuing purchase orders, soliciting bids, negotiating vendor contracts, and maintaining inventory records for recreation, sports, and maintenance equipment.
7. Administer and maintain departmental database systems for program registration, facility scheduling, permit tracking, and participant data, ensuring accuracy and accessibility.
8. Prepare and distribute administrative documents, such as correspondence, reports, and schedules, using modern office software (e.g., Microsoft Office, recreation management platforms).
9. Streamline clerical workflows, such as hiring, onboarding, permit processing for facility rentals (e.g., parks, and facilities), reducing redundancies and improving turnaround times.

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Fiscal and Budget Support

10. Monitor revenues and expenditures, to ensure compliance with City fiscal policies and grant requirements.
11. Research cost estimates for program needs, providing support and recommendations for maintenance projects, and capital improvements (e.g., Lion's Park renovations, Town Hall repairs), ensuring cost-effective resource allocation.
12. Prepare financial reports for the Director of Community Services, detailing budget performance and project expenditures.

Community Engagement and Partnerships

13. Represent the department at meetings with stakeholders, commissions, and community groups, promoting programs and addressing concerns.
14. Develop and distribute marketing materials (e.g., press releases, flyers, social media posts) to promote programs and events, coordinating with frontline staff for content creation.
15. Respond promptly to community inquiries and complaints, ensuring professional, courteous resolution.

Strategic Planning and Procurement

16. Assist in administering contracts with vendors and service providers (e.g., custodial services, event suppliers, etc.), monitoring performance and ensuring deliverables meet standards.
17. Reviews and approves leave time requests and timesheets.
18. Participate in interdepartmental initiatives, such as capital improvement projects (e.g., ADA pathway installations, restroom upgrades), ensuring seamless coordination.
19. 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 in order to successfully perform the assigned duties.

Knowledge of:

1. Principles and practices of administration, budgeting, procurement, and frontline supervision.

2. Community engagement strategies and equitable service delivery in diverse communities.
3. Accounts Payable and Accounts Receivable processes, database management, and recreation management software (e.g., ActiveNet, NeoGov, 311, social media, and Naviline).
4. Federal, state, and local regulations related to recreation, human services, and basic parks maintenance needs.
5. Contract administration, performance metrics, and inventory management techniques.
6. Safety protocols and equipment used in recreation and maintenance operations.
7. Modern office procedures, methods, and equipment including computers and supporting software applications.
8. Principles of business letter writing, report preparation, and office management.

Ability to:

1. Supervise and motivate frontline staff, ensuring high performance and adherence to safety standards.
2. Monitor complex budgets, procurement, invoice processing, hiring, recruiting and database systems with accuracy and efficiency.
3. Build and/or maintain collaborative partnerships with community organizations, vendors, and governmental agencies.
4. Analyze data, evaluate outcomes, and implement evidence-based improvements.
5. Communicate effectively, both orally and in writing, with City Officials, civic leaders, staff, and the public.

6. Operate office equipment and software, including email systems, i.e. Microsoft Office (Gmail), financial systems, hiring software and recreation databases.
7. Keep accurate records and prepare clear and concise administrative and financial reports.
8. Respond to requests and inquiries from the public and staff; tactfully and courteously represent the Community Services Department during public contacts.
9. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
10. Communicate clearly and concisely, both orally and in writing.
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 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.

Experience:

Five years of increasingly responsible experience in recreation programs, parks 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:

1. Possession of, or ability to obtain by date of appointment, a valid California Driver's License.
2. Possession of a Certified Park and Recreation Professional (CPRP) certification is desirable.
3. Valid CPR, First Aid, and AED Certification: Must possess or obtain within one year of employment.

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 accommodations 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