

Community Services Specialist

*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 general direction of the Director of Community Services, performs general secretarial and administrative duties in support of the Community Services Department; participates in coordinating the operation of the administrative support functions of the Director of Community Services; coordinates assigned activities with other departments, volunteer groups, outside agencies, and the general public; and provides information and assistance to the public regarding City and departmental programs, policies, and procedures.

IDENTIFYING CHARACTERISTICS

The Community Services Specialist is an advanced level secretarial and administrative support class that performs a wide variety of secretarial, and administrative support activities that require a great deal of independent judgment and initiative. The position may also be assigned specific programs and projects to plan, program and implement. Responsibilities include regular contact with Recreation and Parks Commission members, representatives of business or community organizations, the public, and all levels of City personnel to exchange information and explain administrative policies and procedures while using tact and discretion. Employees at this level are required to be fully trained in all procedures, policies, and rules related to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of 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.

1. Performs a wide variety of general secretarial, and administrative duties in support of the Community Services Department; relieves the Director of Community Services and other managers and staff of administrative work including investigating and answering questions and complaints and aiding in resolving operational and administration problems.
2. Coordinates the administrative support functions for the Community Services Office; may participate in planning and organizing the work of clerical and other support staff; prepares and revises various operating procedures, rules, and regulations as directed; recommends improvements in workflow and use of equipment and forms; develops and revises office forms and report formats as required; initiates, organizes, and maintains filing systems.
3. Serves as liaison between the Community Services Department and other City staff, the general public, independent contractors, outside local and state agencies; screens calls, visitors, and mail; responds to complaints and sensitive requests for information and assistance; researches information related to City regulations and departmental policies, procedures, systems, and precedents; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances.
4. Assists assigned managers and staff in collecting, compiling, analyzing, and assembling information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.

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5. Maintains a calendar of activities, meetings, and various events for the Director of Community Services; coordinates activities with other City departments, the public, and outside agencies; schedules meetings; coordinates and processes staff travel arrangements.
6. Provides support services to assigned boards, commissions, and committees; prepares, prints, and distributes agendas and agenda packets for meetings; attends meetings and takes or records minutes of meetings; prepares minutes; disseminates information as appropriate.
7. Types and proofreads a wide variety of reports, letters, memoranda, correspondence, grant applications and statistical charts as well as resolutions, proclamations, and ordinances; types from rough draft, verbal instruction, or transcribing machine; independently composes documents related to assigned area of responsibility.
8. Prepares news releases, advertising materials, and a variety of other public information documents.
9. Processes a variety of legal agreements, contracts, and related documents following City Manager's instructions.
12. Accepts, processes, verifies, and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures.
13. Assists in preparing, administering, and monitoring the assigned budget; grant applications and monitor approved budget accounts.
14. Performs a variety of general bookkeeping and clerical accounting duties involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies, balances, and adjusts accounting records; creates and maintains purchase orders; processes invoices for payment; processes payroll and prepares and maintains records of expenditures; provides assistance to department staff, vendors, and the general public in assigned areas.
15. Initiates and maintains a variety of files and records; maintains manuals and updates resource materials.
16. Maintains and orders office supplies; prepares purchase orders; receives invoices and checks for accuracy; processes payments.
17. Operates a variety of office equipment including a typewriter, telephone system, copier, facsimile machine, adding machine, cash register, and/or computer.
18. Utilizes various computer applications and software packages; enters and maintains data; generates reports from a database or network system; creates documents using word processing or spreadsheet software.
21. 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. Operations, services, and activities of the Community Services Department including Recreation, Parks, Facilities and Special Events.
2. Modern office procedures, methods, and equipment including computers.
3. Computer applications such as word processing, spreadsheets, and statistical databases.
4. Office management principles, methods, and procedures.
5. Principles and procedures of record keeping and filing.
6. Techniques and requirements for the maintenance of confidential records and public records.
7. Business letter writing techniques.
8. Principles and practices of fiscal, statistical, and administrative research and report preparation.
9. Basic principles used in budget preparation, purchasing, and the basic reconciliation of financial accounts.
10. Practices used in minute taking and preparation.
11. Methods and techniques of proper phone etiquette.
12. Customer service techniques, practices, and principles.
13. English usage, spelling, grammar, and punctuation.
14. Pertinent federal, state, and local laws, codes, and regulations.
15. Mathematical principles.

Ability to:

1. Perform general secretarial, and administrative support duties involving the use of independent judgment and personal initiative and resourcefulness.
2. Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
3. Learn, interpret, and apply administrative and departmental policies and procedures.
4. Work cooperatively with other departments, City officials, vendors, volunteer groups and outside agencies.
5. Plan, schedule, direct, and coordinate administrative support functions.
6. Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.

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7. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
8. Independently prepare correspondences and memoranda.
9. Coordinate and monitor community special events and volunteer efforts.
10. Develop, implement, and maintain standard filing systems.
11. Maintain complex paper and computerized records.
12. Type and enter data at a speed necessary for successful job performance.
13. Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical, and administrative reports.
14. Operate office equipment including computers and supporting word processing and spreadsheet applications.
15. Adapt to changing technologies and learn functionality of new equipment and systems.
16. Plan and organize work to meet changing priorities and deadlines.
17. Work independently in the absence of supervision.
18. Communicate clearly and concisely, both orally and in writing.
19. 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 the completion of the twelfth grade supplemented by specialized training in, parks and recreation management, office procedures, business administration, or a related field.

Experience:

Four years of increasingly responsible parks, recreation, facilities, and office administrative support.

License or Certificate:

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

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 extensive public contact and constant interruptions.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; 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.

Established: April 9, 2024