

**CITY OF ANAHEIM  
CLASS SPECIFICATION**

**TITLE CODE: M50**

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**CLASSIFICATION:**     **Community Services Director**

**DEPARTMENT:**       **Community Services**

**CLASS DEFINITION:** To plan, direct, manage, and oversee the activities and operations of the Community Services Department including recreation, human services, neighborhood services, parks, golf course programs and operations, and the City-wide library system; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the City Manager and City Council.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general administrative direction from the City Manager or designee.

Exercises direct supervision over management, supervisory, professional, technical and clerical staff.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

*The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.*

Assume full management responsibility for all Community Services Department services and activities, including recreation, human services, neighborhood services, parks, golf course programs and operations, and the City-wide library system.

Manage the development and implementation of departmental goals, objectives, and priorities for each assigned service area; recommend and administer policies and procedures.

Establish, within City policy, appropriate service and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.

Assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.

Plan, direct, and coordinate, through subordinate level staff, the Community Services Department's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.

Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Oversee and participate in the development and administration of the department budget; approve the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.

Manage and participate in the development of the comprehensive five year capital project program for the department; coordinate City wide planning needs with other departments; implement the annual capital project program for the department.

Assume responsibility for the management of the Community Services Department's marketing program; coordinate and administer outside funding including subventions, entitlements, and fees; coordinate fund raising programs to support Community Services Department activities.

Provide staff assistance to the City Manager and City Council; prepare and present staff reports and other necessary correspondence.

Represent the Community Services Department to other departments, elected officials, and outside agencies; coordinate assigned activities with those of other departments and outside agencies and organizations.

Explain, justify, and defend department programs, policies, and activities; negotiate and resolve sensitive and controversial issues.

Establish and maintain communication lines for receiving public input into the development of all Community Services Department programs and facilities.

Participate on a variety of boards, commissions, and committees including policy committees.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of community services; incorporate new developments as appropriate.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Perform related duties as required.

#### **JOB RELATED QUALIFICATIONS:**

Experience and Education: Ten years of increasingly responsible experience in community services program areas including three years of management and administrative responsibility supplemented by a Bachelor's degree from an accredited college or university with major course work in community services, public administration, business administration, or a related field;. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.

Knowledge of: Operations, services, and activities of a comprehensive community services program; advanced principles and practices of program development and administration; organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs; parks and recreation planning principles; recreational and social needs and interests of the community; principles and practices of capital project development, funding, and implementation; modern methods and techniques of planning and appraising municipal parks, recreation, and fine arts facilities; administration, principles, and practices of subventions and entitlement grants; long range forecasting and marketing strategies; principles and practices of budget preparation and administration; principles of supervision, training, and performance evaluation; pertinent federal, state, and local laws, codes, and regulations.

Ability to: Manage and direct a comprehensive community services program; develop and administer departmental goals, objectives, and procedures; analyze and assess programs, policies, and operational needs and make appropriate adjustments; identify and respond to sensitive community and organizational issues, concerns, and needs; plan, organize, direct, and coordinate the work of lower level personnel; delegate authority and responsibility; select, supervise, train, and evaluate staff; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods, procedures, and techniques; establish private and public cooperative funding ventures; prepare clear and concise administrative and financial reports; prepare and administer large and complex budgets; allocate limited resources in a cost effective manner; interpret and apply federal, state, and local policies, laws, and regulations; communicate clearly and

concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

License/Certification Required: Possession of an appropriate, valid driver's license.

**WORKING CONDITIONS:**

Environmental Conditions: Work is performed primarily in a standard office setting with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

Physical Conditions: 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; and to verbally communicate to exchange information.

**OTHER:**

FLSA Designation: Executive Exempt

Unit Designation: Executive Management

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

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Former Document Number: CS1090  
Revised 9/1983 – Sibson & Company  
Revised 9/1989 – Ralph Andersen & Associates  
Revised 11/1994 – V. Kilmurray  
Revised 7/1998 – V. Kilmurray  
Revised 9/2008 – P. Saldivar  
Revised 11/2009 – Johnson & Associates