

COMMUNITY SERVICE MANAGER

NATURE AND VARIETY OF WORK

This is highly responsible professional managerial and administrative work performed in support of a Director, other higher level official or appointing authority which includes primary responsibility for directing and managing the overall activities of a specific division/branch/bureau. As Community Service Manager, primary responsibilities include supervising, planning, coordinating and appraising the activities of a professional, para-professional and clerical staff in order to accomplish the respective organizational goals and objectives as an integral part of the County's comprehensive community development programs. Work is evaluated through conferences, reports and observations.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Exercises the full range of supervisory duties and responsibilities over subordinate positions as defined in the Personnel Law Section (16-102(59)).

Recommends personnel actions to the Office of the Director; establishes programmatic goals and objectives and develops and implements working guidelines and standard operating procedures; allocates administrative and financial resources.

Supervises the preparation of grant requests, program proposals and divisional budgets; oversees maintenance, compilation and analysis of fiscal and programmatic reports.

Plans, develops and implements an automated Intake and Referral System in conjunction with the Department of Social Services.

Supervises staff to ensure that the needs of individual clients are accurately assessed and appropriate services are provided.

Develops and maintains liaison with community organizations having concern/services for senior citizens, etc., so as to assure program effectiveness.

Represents the organization in its dealings with federal grants, departments and state and local agencies.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Extensive knowledge of County government and various aspects of program planning and economic development.

Extensive knowledge of administrative interrelationships particular to those federal, state and local agencies which are currently funding or controlling the funding of community development programs.

Ability to supervise, select, train, evaluate and discipline a staff of technical, professional, para-professional and clerical personnel.

Ability to plan, implement and evaluate human resource management programs.

Ability to apply effective human and public relations techniques in dealing with individuals, employees, departmental officials and representatives and the general public.

Ability to develop/modify operating procedures.

Ability to prepare and monitor operating budgets.

Ability to analyze highly complex problems and issues.

MINIMUM QUALIFICATIONS

Master's degree in business or public administration or related field, plus five (5) years of related work experience with three (3) years in a managerial capacity; or an equivalent combination of education, experience and training.

CREATED: 3/76
REVISED: 10/88