

COMMUNITY SERVICES MANAGER

DEFINITION

Plans, develops, promotes, implements, manages and evaluates a large diversified community services program which includes recreational, cultural, non-credit educational, and special interest courses, activities, and events for a college.

TYPICAL DUTIES

Plans, develops, directs and evaluates a large diversified program of community services which includes recreational, cultural, non-credit educational and special interest courses, activities and events.

Coordinates and/or participates in the collection and analysis of a variety of data related to community needs and interests and develops innovative programs and activities based on these analyses.

Establishes operational policies and procedures of program.

Coordinates community services projects and activities with existing programs and services.

Develops and maintains the program budget.

Establishes financial, staffing, facilities, and equipment requirements based on program needs, available resources, and profitability requirements.

Establishes and maintains liaison with community leaders, community organizations, and public agencies to encourage participation and to stimulate interest in the college's community service programs.

Attends and participates in professional conferences and meetings concerned with community services programs.

Develops and conducts in-service training for community services program personnel.

Recruits, interviews, selects, and supervises instructors and office personnel.

Provides technical and professional expertise to college administrators on community services and related matters.

Prepares news releases, catalogs, brochures, and public service announcements to promote program offerings.

Prepares comprehensive reports and presentations related to community services.

Negotiates and prepares contracts for the lease of various facilities.

Supervises the maintenance of program files and records.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Community Services Manager** plans, develops, promotes, implements, manages and evaluates a large diversified community services program of recreational, cultural, non-credit educational, and special interest courses, activities, and events for a college.

DISTINGUISHING CHARACTERISTICS (Cont.):

A **Community Services Specialist** possesses technical and professional expertise in one or more of the subjects which constitute a community services based project and is responsible for the formulation, promotion, implementation, and evaluation of a major community services project or of a diversified community services program of limited scope and size.

A **Community Services Assistant** performs duties related to the development, promotion, coordination, and evaluation of a community program or service. A thorough knowledge of program policies, goals, and procedures is continuously applied in performing the duties of the class.

SUPERVISION

General supervision is received from an academic or classified administrator. Immediate supervision is exercised over community services instructors, lower-level community services personnel, clerical personnel student employees, and other unclassified personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Principles of accounting, budgetary preparation, cost analysis, and cash management and control
- Principles and techniques of public relations, advertising, and publicity
- Principles of business and personnel management
- Current trends in the design, implementation, and evaluation of community oriented programs and services
- Interests and needs of a wide variety of community members including minorities, the elderly, people with disabilities, and young people
- State and federal laws, rules and District administrative regulations and policies pertaining to community service and specially funded programs
- Program promotion and brochure development
- Principles and techniques of research
- Statistical analysis and presentation
- Community resources and organizations
- Educational and vocational advisory techniques
- Organization and management of files
- Principles of supervision and training
- Capabilities of computer software, systems, and hardware in the management of a community service program

Ability to:

- Independently formulate and manage a large multi-faceted community services program
- Develop innovative programs and services to meet diverse needs and interests of the community
- Establish realistic program goals and evaluate program results
- Analyze problems accurately and take appropriate action
- Collects and analyze data pertaining to programs
- Establish and maintain cooperative relationships with personnel of the District and representatives of the community
- Prepare clear, comprehensive and accurate reports, presentations, and publicity materials
- Effectively handle diverse interpersonal and inter-group relationships
- Supervise, train, and coordinate program personnel
- Develop and maintain an annual budget
- Communicate effectively orally and in writing
- Learn specialized computer applications used in the management of community services programs

ENTRANCE QUALIFICATIONS

Education and Experience:

Graduation from a recognized four-year college or university preferably with a major in recreation, business administration, education, or a closely related field.

AND

Four years of full-time paid experience with a diversified community recreational, cultural, educational or special interest oriented program which included extensive public involvement and entailed program development, promotion, implementation, coordination, and evaluation. Supervisory experience within this program is desirable.

Special:

- A valid California class "C" driver's license.
- Access to an automobile.