



City of Tempe

COMMUNITY SERVICES MANAGER

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	411	<i>Department:</i>	Community Services
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Museum Manager
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

REPORTING RELATIONSHIPS

Receives direction from the Community Services Director or Deputy Community Services Director in the assigned areas.

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

MINIMUM QUALIFICATIONS

<i>Experience:</i>	<p><u>When assigned to Community Art:</u></p> <p>Four (4) years of experience in community arts and/or arts education including two (2) years of administrative or supervisory experience.</p> <p><u>When assigned to Parks & Recreation:</u></p> <p>Four (4) years of experience in the implementation and coordination of recreational and community center programs and activities, early childhood education, education, or administration of parks and golf course related programs include maintenance, according to the requirements of assigned area, including two (2) years of supervisory experience.</p> <p><u>When assigned to Public Art:</u></p> <p>Four (4) years of experience in public art, visual arts, built environment, museums and/or galleries, including two (2) years of administrative and supervisory responsibility.</p>
<i>Education:</i>	<p><u>When assigned to Community Art:</u></p> <p>Bachelor’s degree from an accredited college or university with major course work in arts, education, community development or a degree related to the core functions of this position. Master’s degree is strongly preferred.</p>

	<p><u>When assigned to Parks & Recreation:</u></p> <p>Bachelor’s degree from an accredited college or university with major work in park management, recreation administration, early childhood education, marketing, education, business administration, public administration or a degree related to the core functions of this position.</p> <p><u>When assigned to Public Art:</u></p> <p>Bachelor’s degree from an accredited college or university with major course work in visual arts, built environment, or a degree related to the core functions of this position. Master’s degree is strongly preferred.</p>
<i>License / Certification:</i>	<p><u>When assigned to Parks & Recreation:</u></p> <p>Possession of a valid driver’s license.</p>

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To plan, organize and manage, through subordinate supervisors, the operations of a major Parks & Recreation Section or Special Events within the Community Services Department and to supervise the operation of related facilities, programs and staff. To lead, plan, direct and review the activities and operations of Community Arts and Public Arts; to coordinate activities with other groups within in the Arts and Culture division and other City departments and outside agencies; and to provide highly responsible and complex administrative support to the Deputy Community Services Director – Arts and Culture.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Develop, implement, supervise, promote and evaluate assigned section activities and services; develop, recommend and implement program activities, including services for all generations from pre-school to older adult.
- Develop, manage and oversee contracts, lease, MOU and intergovernmental agreements with other agencies and organizations and ensure contractual compliance. Create and implement solutions to contract issues outlined in agreements between outside service providers and the City of Tempe.
- Coordinate with city attorneys on (events and others have agreements that are not intergovernmental) agreement issues.
- Design and conduct surveys; economic impact studies and prepare proposals on financial and staffing requirements; design, develop and perform various independent statistical and research studies to monitor economic processes affecting the budget.

- Prepare operational budget; assist in budget implementation; participate in forecasting funds; administer approved budget.
- Recommend capital improvement projects to expand and improve assigned section facilities including major and minor maintenance repairs. Develop strategic plans to address growth and expansion of facilities and program needs.
- Purchase necessary equipment and supplies; initiate bids for equipment and/or service providers; prepare bid specifications as required in accordance with the City procurement code.
- Oversee registration process and information for participants; monitor process for efficiency, accuracy and customer service.
- Work with Communication & Marketing Staff for media relations, including serving as liaison with media. Oversee coordination of the production and distribution of a wide variety of printed and electronic materials.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services, recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Coordinate program activities with the general public, non-profit agencies, other departments and City staff.
- Monitor and ensure program compliance with pertinent city, county and state laws, rules and regulations and licensing standards; consult with city attorneys on facility and program issues regarding recreation, special events, and community/multi-generational.
- Maintain awareness of new developments and legal requirements impacting services; incorporate into existing programs as needed.
- Consult with school officials, emergency service staff, police, public assistance staff and other public and private agency representatives to seek assistance and find solutions to participant problems; create and maintain emergency evacuation and crisis situational plans for facility staff and service agencies.
- Prepare comprehensive reports and facilitate presentations to the Department Director concerning operation issues; makes presentations to committees, Boards, citizen groups, council and external organizations.
- Plan, implement, schedule, and evaluate special events and activities relating to the program to which assigned.
- Develop and present research, development, execution and evaluation of technology implementation as it relates to services, programs, facilities and events offered through the Community Services Department and present programs and projects as requested to various committees, the Mayor and/or the City Council, community groups and other organizations or public meetings.
- Participate in the selection of staff; provide or coordinate staff training; Provide pro-active performance planning utilizing performance management tools; formalize performance goals, outline professional development plans, and discuss job competencies; recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing assigned section services and programs; work with program participants and staff to ensure program effectiveness.

- Respond to difficult and sensitive inquiries and complaints and recommend corrective action as necessary to resolve complaints.
- Research, apply for, and administer alternative funding sources and grants that will enhance the services, programs, events and facilities.
- Recruit, train, motivate and recognize volunteers.
- Act as staff liaison for divisional Board and Commissions.
- Coordinate, implement, and manage plans and studies such as equity, management, and master plans.
- Perform related duties as assigned.

When assigned to Community Art:

- Plan, organize and manage Community Arts operations, programs, initiatives, activities, and projects, at Edna Vihel Arts Center and at other Community Centers, parks, schools, neighborhoods, downtown, online, and across the City. monitor workflow; recommend, develop and implement policies and procedures; review and evaluate work products, methods and procedures.
- Oversee the maintenance and operation of the Edna Vihel Arts Center, and coordinate the development and implementation of short and long-range plans to upgrade the center's facilities.
- Develop, plan, implement and evaluate skill building programs, school-based residencies and activities, long range cross-departmental initiatives, and neighborhood activations across the city.
- Develop, implement, and review investment strategies to support the long-term vibrancy, capacity, and sustainability of arts and cultural organizations and individual artists, and administer associated grant programs on behalf of the division
- Develop and coordinate strategies to increase consultation, participation, co-creation, and evaluation of programs; Strengthen relationships within the arts, education, community, and city, to ensure programs are responsive to community needs and empower an artistically vibrant community.
- Cultivate, negotiate, implement and evaluate partnerships to meaningfully advance Community Arts objectives. Collaborate with the Museum, TCA and Public Art managers, Arts and Culture deputy, and the Community Services Director, to develop and implement programming, marketing, resource allocation, and data management strategies within the division.
- Represent Arts and Culture Division on committees and in working groups with city government, Arts & Culture Commission, outside agencies, nonprofits and local and national arts organizations.
- Develop, recommend, and implement mid and long-term strategies and plans for future growth of community arts programs, services and facilities in alignment with City strategic priorities, Arts and Culture Plan 2015, and the Arts and Culture Strategic Framework.

- Prepare the Community Arts budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget. Identify and negotiate new streams of earned and contributed revenue.

When assigned to Parks & Recreation:

- Manage, direct and organize a diverse and proactive program of services including park and preserve maintenance, golf course maintenance and operations, stadium and cemetery maintenance.
- Oversee park asset management and development of the capital improvement program plan.
- Act as point of contact for Parks capital improvement projects; manage the planning, design, construction and procurement activities in conjunction with other City divisions and departments; facilitate public outreach related to capital projects.
- Coordinate parks maintenance activities with other City departments, Community Services divisions and sections, outside agencies and neighborhood organizations.
- Manage divisional programs including Urban Forest, Park Ranger, and Integrated Pest Management.
- Develop, negotiate and administer contracts with outside consultants.

When assigned to Public Arts:

- Plan, organize and manage the operations of Public Art, and supervise related programs, services, infrastructure, and staff, monitor workflow; recommend, develop and implement policies and procedures; review and evaluate work products, methods and procedures.
- Lead the development and implementation of a new Public Art Master Plan that guides the strategic development of Public Art programs and services in alignment with City priorities.
- Oversee the research, design, implementation, promotion, and evaluation of Public Art programs, and manage collaborations and partnerships with arts, education, business, and community sectors to fully realize the objectives of these programs.
- Oversee the City's Art in Private Development program and maintain ongoing communication with property owners to ensure compliance with the City's public art ordinance; Provide review and guidance designs, materials and specifications to assist developers and artists in the fabrication and installation of artwork.
- Manage complex and/or politically sensitive public art programs and projects in collaboration with economic development, planning and development, engineering and transportation; Oversee controversial and visible projects involving many stakeholders. Work cooperatively with other City departments, outside agencies and the public to realize arts programs and services.
- Direct the public art team to realize programs across every stage of development, including writing and distributing requests for proposals and qualifications; Oversight of the budget allocation, artist selection process; Management of all phases of design, fabrication and installation of the artwork.

- Manage the preparation and negotiation of bid specifications and bid processes; Supervise, revise and monitor contracts and lease agreements with artists and specialized contractors for new public art, maintenance and conservation of public art owned by the City.
- Monitor, interpret and ensure program compliance with pertinent laws, rules and regulations including the Federal Visual Arts Rights Act of 1990 and City of Tempe zoning, building safety and right of way ordinances.
- Collaborate with the Museum, TCA and Community Arts managers, Arts and Culture deputy, and the Community Services Director, to develop and implement programming, marketing, resource allocation, and data management strategies within the division.
- Develop and present research, analysis, and recommendations on programs and projects as requested to various committees, the Mayor and/or the City Council, community groups and other organizations or public meetings. Represent Arts and Culture Division on committees and in working groups with city government, Arts & Culture Commission, outside agencies, nonprofits and local and national arts organizations.
- Develop, recommend, and implement mid and long-term strategies and plans for future growth of public art programs, services and facilities in alignment with City strategic priorities, Arts and Culture Plan 2015, and the Arts and Culture Strategic Framework. Prepare the Public Art budget; Collaborate with the financial analyst and deputy director to review and administer the Municipal Arts Fund; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Oversee the curation, management, and preservation of the City's public art collections.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective January 2006

Revised Nov 2010 (Removed optional driver's license statement)

Revised Dec 2010 (updated title change)

Revised February 2017 (update job title, job duties, and min quals)

Revised October 2019 (removed Kid Zone min quals and duties; added when assigned to Parks min quals and duties)

Revised April 2022 (added when assigned to Public art and Community Art)

Revised April 2023 (update when assigned to Parks & Recreation min quals and duties)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Community Services Manager

Job Code: 411

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

ENDURANCE				
Sit			X	
Stationary / Stand			X	
Move / Traverse		X		

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*		X		
Hand Tools*		X		
Personal Protective Equipment*		X		
Fumes		X		
Computer Software				X
Chemicals		X		

ENVIRONMENT				
Indoors				X
Outdoors			X	
Working in or around water		X		
Extreme Heat		X		
Extreme Cold		X		
Office Setting				X
Confined Spaces			X	
Excessive Noise**	X			
Heights		X		
Sewage Exposure		X		
Bodily Fluid Exposure		X		

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)	X	
Distance (clear vision at 20 feet or more)	X	
Color (ability to identify and distinguish colors)	X	
Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)	X	
Peripheral (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)	X	
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)	X	
No Special Vision Requirements		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs	X	X
26-50lbs		
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat	X	
Kneel / Crawl	X	
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use	X	
Repetitive Wrist Use	X	
Repetitive Hand Use	X	
Climb Stairs / Ladders	X	
Neck Range of Motion	X	
Traverse Uneven Surface	X	
Traverse Even Surface	X	

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.
- May work alone for extended periods of time.
- Other mental attributes essential to this classification.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**** Hearing test is required**