



City of Tempe

COMMUNITY SERVICES SUPERVISOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	339	<i>Department:</i>	Community Services
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Sr. Recreation Coordinator+
<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 Community Services Management Staff.
Exercises direct supervision over professional, para-professional, technical and clerical staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	<p>Four (4) years of experience in the implementation and coordination of recreational programs and activities, public relations, and/or marketing or social service and/or cultural programs and activities, according to the requirements of assigned area, including two (2) years of supervisory experience.</p> <p><u>When assigned to Recreation Services:</u></p> <p>Three (3) years of experience in developing, and implementing service delivery, operations, maintenance and public relations of recreational facilities, programs, events and associated services.</p> <p><u>When assigned to TCA Production & Facilities:</u></p> <p>Three (3) years of experience in technical direction and/or production management in a multi-venue performing arts facility or similar venue/application. Lighting and audio implementation and execution, touring technical management, and/or theatrical production organization is preferred.</p>
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major work in recreation administration, marketing, business administration, public administration, education, family studies, social work, or degree related to the core functions of this position.

	<p><u>When assigned to Recreation Services:</u></p> <p>Equivalent to a bachelor’s degree from an accredited college or university with major course work in recreation administration, business administration, public administration or degree related to the core functions of this position.</p> <p><u>When assigned to TCA Production and Facilities:</u></p> <p>Equivalent to a bachelor’s degree from an accredited college or university with major course work in theatrical production, technical direction, production management or a degree related to the core functions of this position.</p>
License / Certification:	Possession of a valid driver’s license.

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 the operations of a major section or program within the Community Services Department and to supervise the operation of related programs, services, facilities and staff.

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.

- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

When assigned to Arts and Culture Division:

- Supervise, promote, implement and evaluate cultural activities/programs and the operation of cultural facilities in area of assignment.
- Plan, prioritize, assign, supervise and review the work of staff involved in cultural/community services and programs; work with program participants and staff to ensure program effectiveness.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for cultural activities; implement policies and procedures.
- Evaluate operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.

- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff.
- Ensure program compliance with pertinent laws, rules and regulations.
- Coordinate the development and preparation of programs, events and facilities marketing materials including news releases, flyers, pamphlets and brochures.
- Purchase necessary equipment and supplies; initiate bids for equipment and supplies; prepare bid specifications and requisitions.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.

When assigned to Recreation Services:

- Develop, implement, supervise, promote and evaluate recreation service delivery, operations, maintenance and public relations of facilities, programs, events and other associated services; recommend improvements; prepare reports as requested on relevant policies and procedures.
- Facilitate the delivery of high-quality, customer-focused recreation services; respond to public needs and concerns.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing recreation/community services and facility operations/maintenance; work with program participants and staff to ensure facility, program, event and other associated services effectiveness and efficiency.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; recommend and implement policies and procedures.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate service delivery, operations, maintenance and public relations of facilities, programs, events and other associated services with those of other departments, outside agencies and organizations, and City staff.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.
- Ensure facility, program, event and other associated services compliance with pertinent laws, rules, regulations, and licensing standards.
- Maintain awareness of legal requirements as well as industry standards and trends impacting recreation services; incorporate into existing facilities, programs, events and other associated services as needed.
- Represent the Recreation Services Division through participation in a variety of community boards, commissions, committees, organizations and groups.
- Purchase necessary equipment and supplies; initiate bids for service providers; prepare bid specifications as required.

- Serve as a recreation/community center supervisor in the absence of the Community Services Manager.
- Perform opening and closing duties; ensure buildings are properly secured.

When assigned to Social Services:

- Develop, implement, supervise, promote and evaluate social service activities and services in assigned service and program areas; develop, recommend and implement program activities including community education and employment.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing social/community services and programs; work with program participants and staff to ensure program effectiveness.
- Interview and assess program participants to determine their needs, abilities, and program expectations and requirements.
- 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.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff.
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.
- Ensure program compliance with pertinent laws, rules, regulations, and licensing standards.
- Coordinate the development and preparation of marketing materials, news releases, flyers, pamphlets, and brochures.
- Participate in a variety of boards and commissions; attend and participate in professional groups and committees.
- Maintain close contact with school officials and community groups regarding program offerings and coordination of services and facilities.
- Maintain awareness of new developments and legal requirements impacting social services; incorporate into existing programs as needed.
- Purchase necessary equipment and supplies; initiate bids for service providers; prepare bid specifications as required.
- Answer questions and provide information to program participants, city employees and the public.

When assigned to TCA Production & Facilities (within the Arts & Culture Division):

- Plan, assign, direct, supervise, and review work of production staff concerning the operation of

all technical systems and performance equipment; advise staff on any technical production needs of contracted events.

- Plan, direct, and manage the major operational functions of the Tempe Center for the Arts building/grounds maintenance; coordinate selected custodial tasks with building maintenance staff.
- Oversee planning and execution of production needs of all events in the Tempe Center for the Arts (TCA).
- Review and advise on technical needs and riders for prospective and contracted events.
- Confer with and advise contracted facility users to clarify and coordinate production, personnel, and equipment needs to be provided by Tempe Center for the Arts; assist with technical planning of facility setup and resource utilization.
- Evaluate technology needs to determine the best systems to support TCA; ensure operational readiness and oversee performance of operational and theatrical systems and equipment; schedule routine maintenance and safety inspections of all major systems to meet state and Federal Safety regulations, OSHA requirements, and City quality standards; serve as the TCA safety officer.
- Prepare technical and administrative facility reports for management review.
- Develop, maintain and supervise training/certification program for all personnel who install, manipulate and operate performance systems equipment and other equipment.
- Confer with and advise contracted facility users to clarify and coordinate production, personnel, and equipment needs to be provided by Tempe Center for the Arts; assist with technical planning of facility setup and resource utilization.
- Develop and maintain production area records including, but not limited to, equipment inventory, equipment manuals and documents, warranty information, maintenance and repair logs, equipment rental agreements, service contracts, personnel event records, and billing information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Lifting heavy objects (i.e. setting up staging (primarily platforms), rigging, sound, and lighting);
- Move heavy objects with forklift, dolly, etc. (i.e. use pallet jack to move equipment up to 150 lbs.);
- Operate city vehicles (i.e. attending meetings and purchasing goods);
- Use power tools (i.e. drills and assorted hand tools);
- Use tools (i.e. saws, hammers, wrenches and other assorted hand tools);
- Climb stairways, ladders, and work on elevated structures (i.e. work on catwalks and climb ladders to assist in rigging responsibilities);
- Work in a stationary position for considerable periods of time (i.e. standing);
- Operates computers, calculators, and other office machines (i.e. scheduling, communicates through email, uses Microsoft Office Suite);
- May require working extended hours.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective November 1988</i> <i>Reviewed July 1995</i> <i>Revised December 1997</i> <i>Revised November 2000 (Range and Title Change)</i> <i>Reinstated February 2008</i> <i>Revised March 2011 (Remove optional driver's license requirement)</i> <i>Revised February 2018 (add when assigned to TCA Production & Facilities - minimum qualifications, job duties, and physical activities)</i> <i>Revised May 2018 (add when assigned to Recreation Services min quals and job duties)</i></p>