

**MAJOR FUNCTION**

This is responsible administrative and supervisory work directing the daily operations of a Service Center. Work includes coordinating the various programs of the center and maintaining liaison with the advisory committee and the public. Work is performed under the general administrative direction of the Director or Assistant Director-Parks, Recreation and Neighborhood Affairs; however, employees are expected to exercise independent judgment and initiative in performing daily tasks. Work is reviewed through observation, conferences, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, assigns, schedules and directs the daily operations and employees of a community service center. Monitors and evaluates program performance and effectiveness of both (center-based) social service agencies and public service (city-funded) programs. Recommends and promotes techniques and methods to improve overall efficiency of social and public program service delivery. Analyzes and recommends improvements for the efficient use of center space and facilities ensuring maximum utilization. Plans and implements effective outreach and information dissemination policies and procedures. Plans and implements public service (community extension) procedures and programs. Develops and manages the center's outreach and marketing activities. Recommends the selection, transfer, advancement, grievance resolution, discipline or discharge of assigned staff. Conducts performance evaluations and recommends approval or disapproval of merit increases. Oversees building maintenance and security. Performs related work as required.

**Other Important Duties**

Attends and conducts staff meetings. Maintains records and prepares reports. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of general administration practices and management techniques. Considerable knowledge of pertinent rules and regulations governing a center's operation. Ability to schedule, plan, and direct the work of subordinate employees and daily operations of a center. Ability to prepare budgets and compile statistical data. Ability to communicate effectively, clearly and concisely orally and in writing. Ability to establish and maintain effective working relationships with subordinates, peers, supervisors, other agency personnel and the public. Ability to resolve problems and make decisions. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree in recreation, social service, public or business administration, social work or related field and two years of supervisory or managerial experience over an agency, business or program; or an equivalent combination of training and experience.

**Necessary Special Requirement**

Must possess a valid Class E State driver's license.

Revised: 05-09-79  
08-19-91  
11-13-95  
04-17-01  
10-09-03\*  
03-24-10