



## City of Larkspur

### Community Services Director

#### **DEFINITION**

Under general administrative direction from the City Manager, the Community Services Director plans, organizes, directs, and integrates departmental functions and operations which include: cultural and recreation activities and programs; operation of recreational facilities; operation of other community based programs and services such as the MARINet Consortium; and the operation of the municipal library system. Represents the Department to City management, the City Council and the community; provides highly responsible and technical staff assistance to the City Manager; and performs related work as required.

#### **DISTINGUISHING CHARACTERISTICS**

This is a department director level class responsible for planning, directing and obtaining resources for all operations and programs of the municipal library system; cultural and recreation activities, facilities and programs, and such other community based services and programs as assigned by the City Manager. The incumbent performs the full scope of library, cultural and recreation management, and exercises significant discretion, within legal and general policy and regulatory guidelines. The incumbent independently develops and implements departmental and program policies, procedures, and services. This position provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. The incumbent ensures that activities of the department are completed in a timely and efficient manner consistent with defined policies and regulations. Discretion is involved in applying goal and policy statements and in resolving complex organizational and technological problems.

#### **SUPERVISION RECEIVED AND EXERCISED**

The Community Services Director reports to and receives general administrative direction from the City Manager. The Director provides supervision for all volunteers and professional, paraprofessional, supervisory, and clerical staff assigned to the services and programs of the Community Services Department.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** *(include but are not limited to the following principal job duties)*

- Manages and directs the development, implementation, and evaluation of plans, policies, and procedures to achieve annual goals, objectives, and work standards;
- With managers, develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the City's mission and City Council's priorities;

- Directs, plans, organizes, and coordinates all library programs and services, including outreach, reference, children's, technical and circulation services;
- Directs, plans, organizes, and coordinates the operation of parks and recreational programs and facilities;
- Directs, plans, organizes, and coordinates, directly and through subordinate staff, programs designed to ensure that cultural, recreational and community programs meet the needs and interests of the Community;
- Oversees the development and management of public relations and outreach programs to stimulate community participation in cultural, recreational and library programs and services;
- Coordinates the development of fund-raising and corporate support programs; coordinates with non-profit foundations to coordinate fund-raising projects and special events; Plans, organizes, directs, and evaluates the performance of subordinate staff managers and their assigned staff as well as coaches for improvement and development;
- Establishes performance requirements and personal development goals; takes disciplinary action to address performance deficiencies;
- Provides leadership and works with subordinate staff to develop and retain highly competent and customer service-oriented staff through selection, compensation, performance management, evaluation, training, and management practices which support the City's mission and values;
- Directs the development of and monitors performance against the annual department budget;
- Represents the department in employee relations matters, including the meet and confer process and grievance proceedings as needed or directed by the City Manager;
- Prepare and submit technical and special reports; make oral presentations;
- Monitors relevant industry developments, evaluates their impact on City operations, and implements policy and procedure improvements;
- Advises the City Council, City Manager, and others on departmental issues;
- Conducts and attends meetings as required;
- Attends various City Council, Commission, City staff, board and community meetings as required;
- Work collaboratively with other Departments on mutual projects and issues;
- Participates on internal and external committees, professional groups, work groups, boards, and task forces as appropriate or assigned.
- Responds to citizen inquiries and resolves difficult and sensitive complaints;
- Performs related duties as required.

### **Examples of Duties Related to the Larkspur Library**

- Plan, organize, direct, and coordinate all library programs and services, including outreach, reference, children's, technical, and circulation services.
- Prepare, administer, and monitor library budget; ensure appropriate expenditures of public funds through efficient operations.
- Identify sources of revenue and funding, including grants and library collections; direct the identification, submittal, supervision and administration of grant proposals and programs; direct the development of library collections.
- Serve as staff member to the Library Board; work with the Board, local officials, community members, community organizations, and staff to plan and deliver library services and programs.
- Interpret and promote the library, its services and needs, to the public.
- Instill a culture and expectation of superior customer service for all staff.
- Prepare and submit technical and special reports; make oral presentation.
- Serve as board member of MARINet and the North Bay Cooperative Library System.
- Direct the development of technology plans to integrate current and new technology into the delivery

of library and information services; ensure MARINet's automation system upgrades and standard system-wide procedures are implemented in the Larkspur Library.

- Prepare, administer, and monitor the library budget; ensure appropriate expenditures of public funds through efficient operations.
- Identify sources of revenue and funding, including grants and library collections; direct the identification, submittal, supervision, and administration of grant proposals and programs; direct the development of library collections.
- Identify and mitigate risk-related issues in the operation of the Library.

### **Examples of Duties Related to the Larkspur Recreation Program**

- Plan, organize, direct and coordinate all recreation programs and services;
- Prepare, administer, and monitor recreation budget, ensure appropriate expenditures of public funds through efficient operations;
- Advise Public Works on the improvement of recreational facilities in City parks;
- Identify sources of revenue and funding consistent with cost-recovery goals established by the City Council and City Manager;
- Serve as a staff member to the Parks and Recreation Commission; work with the Commission, local officials, community members, community organizations, schools, and staff to plan and deliver recreation services and programs;
- Instill a culture and expectation of superior customer service for all staff and volunteers;
- Prepare and submit technical and special reports; make oral presentations.
- Identify and mitigate risk-related issues in the operation of Recreation.

## **REQUIREMENTS**

### **Knowledge of**

- Modern library organization and programs appropriate for all segments of the community.
- Comprehensive public library management and administration, including program implementation, collection development plans, circulation operations, automation systems, facilities, equipment, and budget administration.
- Modern recreation practices and management.
- Pertinent federal, state, regional, and local laws and regulations.
- Organizational, administrative, management, and labor relations principles and practices.
- Supervisory techniques, resource allocation, planning and budgeting.
- Sources and methods of funding for public agencies.
- Principles and practices of public administration, including purchasing, preparation and administration of departmental budget.
- Requirements of cultural, recreational, or community service programs and facilities for various age and social groups within the community.
- Methods and techniques to effectively promote community participation in City sponsored activities.
- High quality customer service methodology and principles.
- Hazards and generally accepted safety standards in the operation and maintenance of parks and recreation, cultural, library and community programs.
- Employee relations, including the meet and confer process, grievance procedures, and contract interpretation and administration.
- City ordinances and administrative rules and regulations affecting departmental operations and

personnel matters.

- Common risk management practices within a community services department.
- General City operations.

### **Skill and Ability in**

- Shape, create, and implement the City's vision for cultural, recreation and library services and programs for the future.
- Plan, organize, assign, coordinate and manage the activities of professional and support staff and outside contractors.
- Develop, implement and administer goals, objectives and practices for cultural and recreation activities and programs, operation and maintenance of parks and recreational facilities and the services of the municipal library system.
- Manage available resources to meet service levels and changing public demands.
- Develop community support for cultural, recreational, community and library programs and services.
- Analyze and evaluate statistical data, reports, and complex issues and identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; Supervisor, train, coach, mentor and evaluate the work of professional, technical and clerical staff.
- Develop and administer a large departmental budget.
- Develop, understand, interpret laws and execute rules, regulations, policies and procedures.
- Interpret and apply Memorandums of Understanding, City ordinances, and administrative rules and regulations affecting departmental operations and personnel matters.
- Develop, establish and evaluate policies, procedures and controls related to cultural, library and recreations services and programs.
- Present proposals and recommendations clearly and logically in public meetings.
- Communicate effectively and persuasively both orally and in writing.
- Present proposals and recommendations clearly and logically in public meetings; Develop and evaluate management practices and procedures.
- Exercise sound, expert, independent judgment within general policy guidelines.
- Utilize appropriate leadership skills, interpersonal style, and methods of communication to seek wide input before proposing solutions, and utilize those same skills to gain acceptance, cooperation or agreement of a plan, activity, and/or program, or to seek a compromise solution.
- Establish and maintain effective working relationships with the City Council, officials, other department heads, staff, private and community organizations, and others encountered in the course of work.

### **EDUCATION AND/OR EXPERIENCE**

Sufficient experience and education related to the management of a community library to demonstrate the knowledge and skills listed and to perform the essential duties is highly desirable. A typical way of obtaining the required qualifications is:

- Possession of a Master's of Library Science degree from a school accredited by the American Library Association.
- Six or more years of professional library experience in public and/or school libraries, including at least

two years in a supervisory and administrative capacity.

### **Education and Experience**

*Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way to obtain the necessary knowledge and abilities is:*

Bachelor's degree in Public or Business Administration, Library Sciences, or Parks or Recreation Management, or relevant to operations specific to the Community Services Department; **and** six (6) years of progressively responsible experience managing or administering cultural, recreational or library programs, services and projects; or managing or administering the maintenance and/or construction of City parks landscaped areas, park equipment and facilities; or managing or administering a major library division, including at least two (2) years of supervisory experience managing subordinate staff.

Master's degree in Public or Business Administration, Master's of Library Science degree from a school accredited by the American Library Association, or relevant to operations specific to the Community Services Department is highly desirable.

### **License and/or Certificates**

- Possession of an appropriate valid California driver's license.
- Possession of valid CPR and First Aid certificates within three months of appointment.

### **Special Requirements**

Be willing and able to work occasional evening, weekends, and holidays as needed for special events, programs and public meetings.

### **Additional Responsibilities:**

Perform as a designated Disaster Service Worker as needed during emergency situations; respond to emergency call outs for service after hours and on weekends as needed

### **PHYSICAL WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Position requires prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities.
- The employee will occasionally be required to climb or balance or crawl.
- While performing the duties of this job, the employee is regularly exposed to video display terminals. The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard and calculator.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Acute hearing is required when providing phone and personal service.
- The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds.
- The employee may be exposed to dust and/or other allergens.
- The employee may be exposed to outdoor weather conditions and adverse environmental conditions.
- The employee is occasionally exposed to moving mechanical parts and occasionally works with use of a

City vehicle.

- The noise level in the work environment is occasionally loud.

OTHER:

*FLSA Status: Exempt - Executive Bargaining Unit: Unrepresented Management*

*Approved by: City Manager Dan Schwarz*

*Established/Revised Date: December 2, 2020*