

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

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**Class Title:** Director of Community Services

**Class Code Number:** 6050

**Position Designation:** Management/Contract

**Division:** Community Services

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### **General Purpose of Position**

The purpose of this position is to provide professional senior level support including complex analysis, the conducting of various studies and surveys, specialized project management and other complex technical and professional duties. This position will work closely with City staff in resolution of complaints, responses to inquiries, or in response to major project management needs. This position reports to the Chief Operations Officer and has overall responsibility for the operation and activities of code compliance, facilities management, emergency preparedness; serves as City Ombudsman.

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### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Chief Operations Officer. Exercises general direction over para-professional, technical and administrative support staff.

### **ESSENTIAL FUNCTIONS**

*Class specifications are intended to present a descriptive summary of the range of duties and responsibilities performed by employees in the classification. Specifications are not intended to reflect all duties performed within the classification.*

- Plans, organizes and manages citywide code compliance functions. Coordinates activities with and serves as liaison between Code Compliance Department, Private Home Rental Agencies and the community.
- Coordinates compliance issues as related to zoning, land use, housing, litter, sanitation, parking, vehicle abatement and other public nuisances.
- Responds to and handles difficult compliance issues regarding municipal code provisions and explains City regulations to the public relating to zoning, land use, disabled access and related codes.
- Serves as the City's Ombudsman to the business community and the public, at all times exemplifying the City's high standard of customer service.
- Oversees the parking citation program.
- Manages complex comprehensive specialized functions, projects and/or studies requiring interdepartmental participation.
- Identifies opportunities for improving service delivery methods and procedures including State and Federal grants.
- Researches, evaluates and seeks grant funding for energy conservation and alternative energy sources, including solar conversion, sustainable energy and renewal resources; makes recommendations, when appropriate.

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- Researches and evaluates alternative building methods and designs to include alternative forms of energy; makes recommendations.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment through selection, training and day-to-day management practices.
- Performs a variety of routine and complex professional work in the planning, building, safety and Capital Improvement Projects such as ADA policy and compliance.
- Serves as the City's ADA Coordinator.
- Assumes management responsibility for all Civic Center property management and other City owned property and buildings, including any potential capital projects with the exception of routine maintenance provided by the Public Works Department.
- Reviews and coordinates project proposals for City property improvements as directed by the City Manager or his/her designee.
- Develops and manages programs designed to promote public trust in the City and to enhance customer service. Provides assistance to customers by explaining City processes and procedures. Educates the public and facilitates the resolution of customer complaints by providing information, assistance, guidance and referrals.
- Represents the City and participates with public and civic groups or other governmental agencies, as assigned.
- Supervises and directs the work of division managers and supervisors and indirectly oversees the work of professional, technical and administrative staff.
- Plans and evaluates the performance of division managers and their assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development.
- Administers City contracts as assigned including, but not limited to, reviewing contracts for proper insurance coverage, bond provisions and funding requirements.
- Reviews and creates safety policies and procedures. Coordinates and administers safety committee meetings and/or training in coordination with Risk Management/Human Resources, including the Village, facilities and park safety inspections.
- Develops and administers City disaster preparedness plans and programs in coordination with the Fire District for the public and City staff.
- Attends disaster meetings, training and exercises.
- Assists in developing and monitoring the department budget.
- Performs various related essential duties as required.

### **QUALIFICATIONS**

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:** A Bachelor's degree from an accredited college or university with major course work in business administration or public administration, or a related field is desirable.

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**Experience:** Five years of municipal government administrative experience involving the analysis of administrative concerns, development of policies and procedures and supervising in an administrative activity. At least 4 years of increasingly responsible experience in code compliance or related fields.

**License/Certificate:** Valid Class C California Driver's License required.

### **KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS**

#### **Knowledge of:**

- Codes, ordinances, laws and regulations governing zoning and building requirements.
- Principles, practices and techniques of code compliance.
- Principles and practices of disaster preparedness.
- Principles, practices and techniques of alternative energy and building methods and designs.
- Contract administration and service evaluation.
- Established City policies and procedures.
- Principles of budget preparation and control.

#### **Ability to:**

- Exercise sound judgment, be able to plan, be well organized, have excellent verbal and written communication skills, work well under pressure, be proactive, flexible and cooperative.
- Be accurate, timely, discreet and able to maintain confidentiality on appropriate issues.
- Effectively administer assigned programs and perform both complex and routine assignments with accuracy.
- Understand, interpret and explain laws, regulations, policies, practices and procedures.
- Analyze information, draw valid conclusions and make recommendations.
- Interact with a variety of personnel and achieve the confidence of others.
- Elicit and maintain cooperative work relationships; communicate effectively both verbally and in writing and conduct effective meetings.
- Supervise, train and evaluate employees.
- Provide administrative and professional leadership and direction for assigned staff.

#### **Skill to:**

- Operate modern office equipment, including computer equipment.
- Operate a motor vehicle safely.

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### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone and other standard office machines. The position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

### **WORK ENVIRONMENT**

Most of the work for this position will be performed indoors in an office and involve exposure to moderate levels of noise. Infrequently, outdoor work (observations, interviews, etc.) will be required. Outdoor conditions vary from hot to extremely cold temperatures. Outdoor work may involve exposure to wind, rain, snow and high levels of noise.