

**COMMUNITY SERVICES COORDINATOR I  
COMMUNITY SERVICES COORDINATOR II**

DEFINITION

To perform planning and coordination for a variety of special events and facility use functions for the Community Services Department including parks and recreational services or community based programs; to participate in program budget development and tracking; to assist community organizations with planning and program development; and to provide professional level support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

Community Services Coordinator I - This is the entry level class in the professional Community Services Coordinator series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Community Services Coordinator I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Community Services Coordinator II - This is the journey level class in the professional Community Services Coordinator series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Community Services Coordinator I

Receives general supervision from the Community Services Manager or Supervisor.

Community Services Coordinator II

Receives direction from the Community Services Manager or Supervisor.

May provide direct supervision over support staff and volunteers.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, oversee, coordinate, develop, implement and evaluate various activities and events within the Community Services Department including parks and recreation program services, seniors, youth, children's program services, and activities and events for various community facilities such as park programs, programs at community centers and to include recreational facilities programs, sports programs, and after school programs, and related events and activities, as assigned.

Make presentations, lead or co-lead activities for youth, staff, seniors, volunteers, or residents; provide training for assigned activities.

Recruit, hire, on-board and train support staff and volunteers as assigned

Interact with various organizations and systems including, but not limited to, community or neighborhood associations, faith-based/grass-root groups, businesses, schools, churches, law enforcement, and other segments of the community to assure adequate resources and services to meet the needs of the community.

Oversee and assist to schedule activities, process cancellations, provide registration packets, confirm reservations, collect and process information and documents related to registrations, contracts, insurance, parent letters, insurance, rentals, fees, agenda's for boards or commissions and related record keeping duties as assigned.

Manage inventory and equipment for assigned programs and activities; answer and respond to emails and phone calls.

Explain City and departmental policies and procedures and ensure that they are followed and implemented; ensure regulatory requirements for any activities or programs are maintained; work effectively with a variety of community or partnership liaisons and volunteers in implementing programs as assigned.

Exhibit excellent customer service principles in interactions with program and activity participants and volunteers.

Schedule and confirm staff availability for various shifts and/or events, including volunteers, train and/or answer questions of part time and intermittent staff and volunteers, and assist contract instructors and other volunteer users of City recreational facilities as assigned.

Assist with preparing, copying and/or distributing or posting promotional flyers and information related to City community services events and programs related to areas of assignment.

Schedule, coordinate, facilitate and/or attend various meetings and staff training as assigned.

Oversee that safety protocols are enforced and compliance with fire, safety and ADA requirements in the use of City related programs and events as assigned.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Ensure that appropriate licenses, permits, and certifications are routinely maintained to ensure compliance with industry standards as assigned.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

When assigned to transportation/paratransit shuttle services; perform scheduling; coordinate rides; participate in program budget development and tracking; perform dispatch and phone customer service duties; assist seniors and persons with disabilities to use transit services.

When assigned to transportation/paratransit shuttle services create program publicity material; prepare itineraries and plan social trips; take other drivers for random drug DOT testing; conduct quarterly safety meetings and trainings as assigned; coordinate vehicle maintenance and repairs; maintain the driver safety manual.

When assigned to transportation/paratransit shuttle services coordinate activities to register participants and collect fees; provide transportation services for senior and nutrition program participants; conduct outreach activities; partner with local facilities to coordinate and provide participant services including excursions and to assist with food bank programs; coordinate provision of services for other agencies by scheduling or providing transportation for nursing homes, Kaiser, various medical and dental facilities, assisted living facilities, West County Health Center, and others; use transportation software program; and perform transit research as needed.

When assigned to youth, school, & community partnerships research grant funding and alternative forms of income and funding for programs, including monitoring grant funding to ensure compliance with established regulations.

When assigned to youth, school, & community partnerships develop and maintain grant contract service records and administrative record keeping systems; maintaining related time lines and priorities to assure related activities comply with established standards, requirements, laws, policies and procedures.

Perform related duties as assigned.

## MINIMUM QUALIFICATIONS

### Community Services Coordinator I

Knowledge of:

Principles, practices, and methods of implementing community, recreational and school-related programs, activities and events as assigned.

Socio-economic, cultural and socio-emotional diversity.

Principles and practices of excellent customer service.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Learn to perform planning and coordination for a variety of functions for the Community Services Department including parks and recreational services or community based programs.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Learn to maintain and inventory equipment used in various activities as assigned.

Learn to maintain required documentation and records.

Learn to respond to participant questions and refer complaints or concerns appropriately.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Learn first aid, CPR, and safety protocols and relevant policies, rules and procedures related to area of assignment.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

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

#### Experience:

Some technical experience in area of assignment is desirable.

#### Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in community services management or a related field.

### License and Certificate

First aid, CPR, and safety protocols and relevant policies, rules and procedures related to area of assignment.

Possession of, or ability to obtain, a valid California Driver License.

### Community Services Coordinator II

In addition to the qualifications for the Community Services Coordinator I:

#### Knowledge of:

Principles, practices, and methods of implementing community, recreational and school-related programs, activities and events related to area of assignment.

First aid, CPR, and safety protocols and relevant policies, rules and procedures related to area of assignment.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Principles, practices, and methods of RFQ/RFP process, grant application, monitoring and reporting techniques; local and statewide private funding sources.

Ability to:

Perform planning and coordination for a variety of program, special events and facility use functions for the Community Services Department related to area of assignment.

Respond to participant questions and refer complaints or concerns appropriately.

Maintain and inventory equipment used in various activities as assigned.

Maintain required documentation and records.

Oversee and ensure that contract requirements are met for contractors and facility rental users.

Experience and Training

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

Experience:

Two years of responsible experience similar to Community Services Coordinator I with the City of San Pablo.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in recreation management or a related field.

License and Certificate

Possession of, or ability to obtain, a valid CPR, AED and First Aid Certificate.

Possession of, or ability to obtain, a California Food Handlers card, as required by area of assignment.

Possession of, or ability to obtain, a valid California Class B driver's license when assigned to transportation/paratransit shuttle services.

Established: February 2019

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FLSA: Exempt