

CITY OF MILWAUKIE

CLASSIFICATION: COMMUNITY SERVICES DIRECTOR

Department: Community Services

Grade Number: 21 (31)

FLSA: Exempt

Location: City Hall

Management, Supervisory Confidential Group

EEO Category: 1-Officials & Administrators

DESCRIPTION:

Plans, directs and administers all activities related to Community Services Department and is responsible for a variety of public outreach, franchise and neighborhood service programs. These include but are not limited to Parks, Solid Waste and Recycling, Neighborhood services, including Code Compliance, Public Information, Telecommunications, and Franchising. Administers and oversees the garbage collector contracts, cable contracts, public access studio contract, and various grants. This position also staffs boards such as, but not limited to, the Riverfront Board, and the Parks and Recreation Board. Coordinates efforts for land acquisition for parks and park development. Represents the City on intergovernmental committees and agencies.

This position works under the general supervision of the City Manager. As a member of the Department Director team, this position has direct input into City policies and procedures and advises the City Manager on related issues. Exercises budget responsibility for the Department.

DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides leadership through planning, organizing, directing and supervising all activities of the department to achieve goals within available resources related to studies and standardizes procedures to improve efficiency and effectiveness of the operations of the department. Coordinates department activities with other departments and agencies as needed.
2. Plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress. Has authority to hire, evaluate performance and take corrective action as needed.
3. Prepares and administers the department budget based on staffing and resource requirements and program objectives and goals. Monitors the budget to assure compliance with approved budget levels and standards.
4. Manages assigned contracts and program areas to achieve goals within available resources. Reviews progress of contracts and grants and holds contractors accountable for terms of contracts. Negotiates and administers such contracts as garbage collection, cable, and public access studio.
5. Assists in the development of short and long range plans; gathers, interprets and prepares data for studies, reports and recommendations; coordinates activities with other departments, agencies and contractors as necessary. Has responsibility for recommendations for land acquisition and development of parks within the City.

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6. Makes presentations to boards, commissions, civic groups and the general public as assigned. Prepares and delivers speeches, presentations, resolutions, ordinances, contracts, administrative policies etc., or drafts of such as necessary.
7. Manages and staffs citizen advisory boards.
8. Coordinates and manages development projects.
9. Ensures requests for service, complaints, and requests for information are investigated and citizen receives a response.
10. May perform or coordinate any of the following responsibilities: gathers and organizes information on problem or procedures including present operating procedures; conducts operational effectiveness reviews to ensure functional or project systems are applied and functioning as designed; gathers and analyzes data; develops information and considers available solutions or alternate methods of proceeding; organizes and documents findings of studies and prepares recommendations for implementation of new systems procedures or organizational changes.
11. Researches grant programs. Prepares grant applications. Oversees and administers grants. Prepares a variety of studies, reports and related information for decision-making purposes. Conducts research, analysis, and prepares recommendations regarding proposals for programs, grants, services, budget, equipment etc.
12. Maintains positive public relations with customers and is responsive to customer needs.
13. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
14. Performs other duties as required.

JOB SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation:

a) Education:

- i) Bachelors degree from an accredited college or university with a degree in planning or public administration; or
- ii) Any equivalent combination of education and experience.

2. Prior Experience:

a) Work Experience:

- i) At least (5) years of progressively responsible experience in contract administration, project management, public administration, planning or related field; or
- ii) Any equivalent combination of education and experience.

b) Necessary Knowledge, Skills and Abilities:

- i) Knowledge of management and supervisory practices and principles.
- ii) Knowledge of fiscal management, including budget preparation, expenditure control and record keeping.
- iii) Knowledge of grant procedures.
- iv) Skill to effectively supervise and motivate staff.
- v) Ability to develop and oversee budgets.
- vi) Ability to facilitate public input processes and public meetings.
- vii) Ability to mediate disputes and bring groups with sometimes opposing goals to

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resolution on issues in order to move forward with project.

- viii) Ability to draft, negotiate and oversee contract administration and to work with contractors to enter into agreements on behalf of the City and monitor work performed under contracts.
- ix) Ability to research legal issues, draft and present recommendations to City Manager, Council, citizen advisory boards and other government agencies.
- x) Ability to make effective written and oral presentations.
- xi) Ability to develop goals and long range planning for department.
- xii) Ability to analyze and evaluate departmental operations and develop and implement plans to improve departmental efficiency.
- xiii) Ability to prepare and analyze comprehensive and technical reports.
- xiv) Ability to manage multiple projects often within tight timeframes.
- xv) Ability to establish and maintain effective working relationships.
- xvi) Ability to work as a team member and to cultivate a team climate.
- xvii) Ability to perform the essential functions of the job.

3. Special Requirements:

- a) Must possess, or be able to obtain by time of hire, a valid Oregon or Washington State Driver's License.
- b) Must be able to pass the department's security clearance standards including review of driving record.

4. Tools and Equipment Used:

- a) Computer and printer, fax machine and copy machines; Computer software including MS based word-processing, spreadsheet, and data base, and telephones.

5. Supervision:

- a) This position has full scope of supervisory responsibility over assigned staff.
- b) Operates under the general direction and supervision of the City Manager.

6. Communications:

- a) Has frequent contact with citizens, other City departments, other government agencies, contractors, professional services firms and the media.
- b) The communications are often complex and may be confidential.

7. Cognitive Functions:

- a) Work is performed highly independently with little direction. Some policies and procedures exist. Person in this classification determines own practices and procedures by contributing to the development of new concepts.
- b) Most problems are quite difficult requiring decision making with precedent occasionally available. An incumbent has significant control over the planning and performance of the work. Frequently requires creativity in developing solutions to problems where no past precedent exists.

8. Work Environment:

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.

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- a) Work is performed mostly in office setting.
- b) Frequent site visits required to view projects. During site visits may walk on uneven terrain, stoop and bend.
- c) Frequent evening and weekend meetings.
- d) Responds any hours to emergency situations.

9. **Resource Accountability:**

- a) This classification has budgetary authority and is responsible for the budget of the department including grants and capital assets.
- b) Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Drafted:
Adopted: 10/15/03
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