



# City of Tempe

## COMMUNITY SERVICES DIRECTOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	039	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$133,984
<i>Supervision Level:</i>	Director	<i>Salary / Hourly Maximum:</i>	\$180,879
<i>Employee Group:</i>	SMT	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified	<i>Market Group:</i>	Deputy City Manager
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Officials and Administrators

### DISTINGUISHING CHARACTERISTICS

The role of the Community Services Director is to oversee Community and Recreation Services. The Community Services Director is responsible for the management of three divisions including the Library, Arts and Culture and Recreation. The facilities managed by Community Services include the History Museum, Tempe Center for the Arts, three community centers, Kiwanis Recreation Center, and Diablo Stadium. The programs include; Kid Zone before and after school program, adapted recreation, special interest classes, youth and adult sports, aquatics, local and regional special events, arts engagement and education, and public art. The Community Services Director is responsible for determining departmental policies; planning long term programs; managing the department’s budget and handling complex administrative duties.

In addition, the Community Services Director develops and promotes a solid relationship with the general public; City Council; boards and commissions; various employee groups; other City departments; and other municipalities.

### REPORTING RELATIONSHIPS

Receives administrative direction from the Deputy City Manager for Operations.  
 Exercises direct supervision over Deputy Directors, professional, technical, and clerical personnel.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	<p>Eight years of increasingly responsible management / administrative experience with expertise in at least one of the following public programming or areas:</p> <ul style="list-style-type: none"> <li>● Recreation; or</li> <li>● Visual or Performing Arts; or</li> <li>● Library Services; or</li> <li>● Cultural Services</li> </ul>
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<i>Education:</i>	A Bachelor's degree from an accredited college or university in business management, public administration, parks and recreation management, or a degree related to the core functions of this position; Master's degree preferred.
<i>License / Certification:</i>	None

## ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of the City's Community Services Department including the Tempe Public Library, Recreation Services, and Arts and Culture Services, as well as prepare and implement the annual capital improvement program for the department; to coordinate assigned activities with other City departments and outside agencies; and to provide highly responsible, complex administrative support to City management staff and the City Council.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Administer, plan, and direct the activities of the following divisions / sections / programs: Tempe Public Library, Recreation Services, and Arts and Culture Services and Kid Zone.
- Advise, consult and provide information to the City Manager and Deputy City Manager regarding the Community Services Department and its programs.
- Ensure quality facilities for youth, adult and recreation programs and services provided to the citizens of Tempe.
- Coordinate and staff appropriate citizen advisory boards to review and improve departmental programs, services, and activities. Make recommendations for improvement to the City Manager, Deputy City Manager and City Council as necessary.
- Responsible for major regional, national and local special events hosted by the City of Tempe.
- Develop and implement policies to ensure a safe environment for participants of educational, recreational, special event and arts and culture activities.
- Attract and develop a quality work force of regular and seasonal staff with technical expertise and interpersonal skills.
- Provide leadership and direction in planning and prioritizing tasks, strategic planning initiatives, and upholding the City's stated mission and values.
- Lead the City Manager's initiative to provide focused learning experiences and resources to improve performance and maximize leadership in the workplace.

- Administer and direct comprehensive programs; formulate and recommend policies, regulations and practices for carrying out the program; consult with and advise the City staff to coordinate the various phases of the policies, practices, ordinances and resolutions.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Confer, advise and/or direct Deputy Directors on problems relating to activities within their division.
- Facilitate the resolution of employee relation issues as well as represent the City in matters of concern to associations representing City employees.
- Advise and assist the City Manager, department management, and employees in a variety of work related matters including the interpretation and application of policies and processes.
- Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Coordinate activities with those of other City departments and outside agencies and organizations; prepare and present staff reports and other necessary correspondence.
- Make presentations before the City Council and other boards, commissions and community organizations.
- Develop and implement annual Capital Improvement Project (CIP) program for the department including facility renovations and maintenance, aquatics facilities, asset management projects and other projects.
- Supervise and participate in the development and administration of the department budget; direct the forecast of additional funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures; and implement midyear adjustments.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Have a strong commitment to value diversity in the Department and the City.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

#### PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

#### COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability

Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

<b>JOB DESCRIPTION HISTORY</b>
<p><i>Effective February 2010</i>  <i>Revised September 2018 (update distinguishing characteristics, reporting relationships, min qualifications, and job duties)</i></p>