

NEW CASTLE COUNTY GOVERNMENT

Number 0328

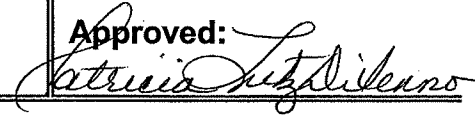
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CLASS SPECIFICATION

Date 11/01/03

Title: COMMUNITY SERVICES MANAGER

Approved:



GENERAL STATEMENT OF DUTIES: Assists the Community Services Department General Manager in the overall activities of the Community Services Department to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists in planning, directing, managing, controlling, and coordinating the staff to promote and maintain the highest quality of life for New Castle County residents. This employee is expected to accomplish this by assisting with the development, and providing and maintaining a diverse mix of services available and accessible to all which will contribute to the physical, mental, social, informational, and cultural needs of County residents. Responsibilities include working with other policy makers, legislators, agencies, professionals, and the public and promoting an ongoing attitude of dedication to excellent public service to ensure that external and internal customers are provided with the highest quality of service. This employee works under the general direction of the Community Services Department General Manager.

EXAMPLES OF WORK: (Illustrative Only)

- Assists in the direction and management of the delivery of all services provided by the department, including but not limited to, recreational, cultural, educational, libraries, programs for seniors, housing assistance, and community development;
- Manages the development of long- and short-term goals for the department;
- Assists in developing, formulating, and executing policies and procedures for the department;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Assigns work and manages and supervises staff;
- Provides effective training programs for all employees of the department;
- Interacts with government officials, agencies and the public concerning related issues;
- Works with staff in developing methods for dealing with departmental issues and in responding to problems or requests received;
- Ensures that grants and contracts are maintained in accordance with applicable regulations;
- Manages the preparation and administration of the capital and operating budgets;

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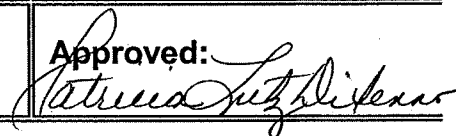
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CLASS SPECIFICATION

Date 11/01/03

Title: COMMUNITY SERVICES MANAGER

Approved:



- Presents information to community groups;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of principles and practices of management and of the services provided in the area of community services; good knowledge of budgetary planning and management; ability to supervise a diverse staff in a variety of community service functions; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to establish and develop effective working relationships with associates, government officials, agencies, private organizations, and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to analyze complex data, draw valid conclusions and make reliable recommendations; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years progressively responsible experience at a supervisory level in the area of community services or a related field and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 11/01/97
Revised: 09/01/99
Revised: 11/01/03