

# NEW CASTLE COUNTY GOVERNMENT

Number 0492


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Date 04/16/14

## CLASS SPECIFICATION

Title: COMMUNITY SERVICES WORKER III

Approved:



GENERAL STATEMENT OF DUTIES: Performs supervisory or skilled work performing various assignments and duties within the Department of Community Services; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class usually performs at a high level of skill providing assistance to the Department of Community Services as a Senior Recreation Leader, Senior Center Assistant Director, Hospitality Assistant, Children's Area Assistant, Computer Assistant, Page Supervisor, Library Greeter or Library Program Assistant assisting skilled personnel in the performance of their duties. Work is performed under general supervision.

EXAMPLES OF WORK: (Illustrative only)

- Supervises staff and/or volunteers;
- Assists in promotion and performance of library, sports, and recreation programs including equestrian, museum, conference center, or senior services programs;
- Oversees the maintenance and operation of designated areas;
- Coordinates the operation of the facility or programs;
- Enforces safety rules and regulations;
- Orders necessary repairs to facility, exhibition, or vehicle; orders supplies and equipment;
- Assists with the performance of special projects, events or programs;
- Maintains files, answers telephones, runs errands, delivers messages, and performs front desk and overall office duties;
- Completes program planning and evaluation guidelines for instructional and recreation programs;
- Oversees the safety and operation of programs and facilities and/or museum artifacts;
- 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;
- Operates a personal computer or other related equipment in the course of the work;
- Greets visitors and oversees reception area at a facility or location;
- Assists at the Information desk.

**Senior Recreation Leader/Camp Counselor:**

- o Plans, organizes and directs recreational programs and activities at specific site;
- o Assists Recreation Coordinator/Head Camp Counselor to develop and plan new programs and activities;

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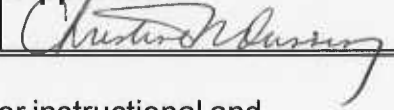
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- Completes program planning and evaluation guidelines for instructional and recreational programs;
- Coordinates all aspects of recreational program with facility management;
- Performs outreach efforts;
- Enforces Department rules and regulations for programs and services.
- Enforces safety rules and regulations.

### Senior Center Assistant Director:

- Leads and directs program activities;
- Assists Center Director to develop and plan new programs and activities;
- Acts as site escort for trips when necessary;
- Assists senior citizens with problems;
- Performs outreach efforts;
- Assists in member enlistment;
- Assists site manager.

### Hospitality Assistant:

- Assists the set-up of multipurpose rooms for all activities and events;
- Opens and closes buildings at night and on weekends;
- Monitors center activities to ensure all customer requests for service are fulfilled;
- Assists and supervises crews setting up and taking down tables and chairs, exhibits, etc.
- Trains individuals on the use of all audio-visual equipment;
- Makes sure all audio-visual equipment is in excellent working order;
- Versed in all mechanical systems at the center;
- Coordinates vendor activities with center users.

### Computer Assistant:

- Assists Library Director to develop and plan new training opportunities in the computer lab;
- Coordinates training schedule for computer lab;
- Leads and directs training as needed;
- Assists guest trainers when necessary;
- Maintains equipment in computer lab;
- Replenishes supplies in computer lab.

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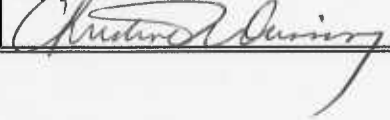
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### Children's Area Assistant:

- Assists Children's Librarian I to develop and plan new programs and activities;
- Sets up room for children's activities;
- Leads children's program activities as needed;
- Maintains children's area/room by keeping materials neat and orderly after activities and use;
- Assists children to locate materials in the children's area generally (refers reference questions to appropriate staff);
- Works at circulation desk charging out and checking in materials;
- Prepares juvenile materials for circulation in accordance with defined procedures;
- Requires work on a computer.

### Page Supervisor:

- Works with PLA and/or professional staff to determine when pages are needed;
- Works with full time staff to interview and hire pages;
- Schedules pages (CSW I) to work during times needed at the library;
- Directs work to be done by pages;
- Provides back up to pages when workload becomes heavier than expected;
- Coordinates schedules and finds replacements when pages' availability changes;
- Trains pages initially and provides further training as needed;
- Directs transit of materials;
- Backs up circulation desk as needed;
- Requires work on a computer.

### Library Programming Assistant:

- Assists Library Manager to develop and plan new programs and activities;
- Performs outreach efforts;
- Completes program planning and evaluation guide for library programming;
- Sets up rooms for programs;
- Manages the requisition process and monitors library programming budget;
- Requires work on a computer.

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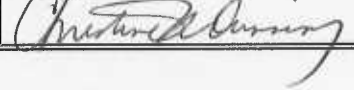
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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Good knowledge of the rules and regulations of the area where the employee is assigned; ability to supervise others; ability to communicate courteously and effectively, both verbally and in writing; ability to maintain records and prepare written reports; dependability; ability to efficiently use a personal computer and various operating software programs such as word processing, spreadsheets.

**MINIMUM QUALIFICATIONS:** At least three (3) years of experience in work related to the duties to be performed (experience must have been at the supervisory level if the duties of the position require supervision) and possession of a high school diploma or GED; or an equivalent combination of experience, education or training which provides the required knowledge, skills, and abilities. Preference may be given to applicants who are bilingual in Spanish and English.

**ADDITIONAL REQUIREMENTS:** Possession of a valid Delaware Class D driver's license or its equivalent if it is required of the duties of the position. Must pass a Class III County physical examination if required of the duties of the position. Must pass a drug screening and criminal background check.

**HISTORY OF REVISIONS:**  
Established: 12/20/05  
Revised: 04/16/14