

City of Mission Viejo Invites Applications for
COMMUNITY SERVICES SPECIALIST

\$23.22 - \$33.77 per hour

APPLY BY: 3:00 P.M., MONDAY, DECEMBER 2, 2024

The City of Mission Viejo seeks qualified and motivated candidates to serve as our next Community Services Specialist to provide excellent customer service to recreation center patrons. Candidates will assist with weekend facility operations, support facility rentals, and oversee onsite programs or services.

Currently, there is one (1) full-time vacancy scheduled to work: Thursday and Friday from 12:00 p.m. to 8:00 p.m.; Saturday and Sunday from 11:00 a.m. to 7:00 p.m.; and Monday from 12:00 p.m. to 8:00 p.m. in the Recreation & Community Services Department assigned primarily to the Montanoso Recreation & Fitness Center. The individual(s) selected must be able to work a flexible schedule that may include, but is not limited to, early mornings, evenings, weekends, holidays, and shifts at other recreations facilities. This is an FLSA non-exempt position and is entitled to overtime.

SEARCH SCHEDULE:

The first round of Zoom interviews is tentatively scheduled for some time during the week of December 16, 2024. Only one date will be available for an applicant to attend. The City will not accommodate applicant scheduling requests for alternate dates. It is recommended that you plan your calendar accordingly when you apply.

Your Impact

1. Support facility operations; oversee onsite services and programs; support front-line staff; provide backup support for activities on the pool deck including periodic breaks for the Lifeguards;
2. Provide information to participants regarding facility use, policies, and procedures; assist with processing facility rental in the Recreation & Community Services Department requests and agreements; provide facility tours; support facility set-ups for rentals and services;
3. Prepare and distribute publicity items; make arrangements for facilities, equipment and activities for patron-use of assigned programs;
4. Perform a variety of general administrative duties such as answering phones; answering emails; customer service; compiling facility statistics; preparing simple reports; composing letters, memoranda, and fliers; data entry and copying; and supporting memberships;
5. Ensure the safety of the public and staff at all times by monitoring and instructing on the safe use of program facilities, equipment, and supplies; maintain a safe, clean and tidy environment; identify maintenance and safety problems; perform minor maintenance and coordinate repair;
6. Respond to and resolves inquiries and concerns from participants and the general public;
7. Coordinate special projects as assigned and support department special events.

Applicants are encouraged to review the entire Community Services Specialist job description by visiting the City's website at <https://cityofmissionviejo.org>

Your Team

The members of the Mission Viejo Recreation and Community Services Department are passionate about increasing quality of life for our residents through Public Service, Integrity, Teamwork, Innovation, and Excellence. They are looking for someone with the same commitment to service and team spirit to join them.

Recreation and Community Services hosts dozens of programs, classes and special events throughout the year. The Department is passionate about engaging the community, providing spaces for them to gather or celebrate, and providing services that enhance quality of life.

IDEAL CANDIDATE

- Someone who can effectively deal with the public, vendors, contractors and City staff, in person and over the telephone by providing a high level of customer service;
- Ability to use tact, initiative and independent judgment within general policy, procedural, and legal guidelines;
- Ability to multi-task, prioritize, and possess a strong work ethic;
- Knowledge of software applications such as Word, Excel, Outlook, Publisher and Perfect Mind and has the ability to learn new programs;
- Work independently in the absence of supervision;
- Ability to collect, compile, and analyze information and data;
- Experience in presenting materials to City staff and groups; and
- Good oral and written communications skills.

QUALIFICATIONS

Equivalent to two (2) years of college level coursework in recreation, physical education or a related field and two (2) years of recreation or community service experience, preferably in a municipal government environment.

LICENSE OR CERTIFICATE

- Possession of, or ability to obtain and maintain, a valid Standard First Aid Certificate is required within three (3) months of appointment;
- Possession of, or ability to obtain and maintain a valid American Red Cross or American Heart Association Automated External Defibrillator (AED) and Cardiopulmonary Resuscitation Certificate (CPR) for Infant, Child, and Adult and is required within three (3) months of appointment;
- Possession of, or ability to obtain and maintain, a Lifeguard Certification is required within three (3) months of appointment; and
- Possession of or ability to obtain and maintain a valid California Driver's License is required to travel between recreation centers.