



City of Buena Park Community Services Supervisor

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| SALARY | \$45.51 - \$56.73 Hourly \$7,888.40 - \$9,833.20 Monthly \$94,660.80 - \$117,998.40 Annually | LOCATION | Buena Park, CA |
| JOB TYPE | Full-Time (Benefited) | JOB NUMBER | 25-00062 |
| DEPARTMENT | Community Services | DIVISION | Senior Center |
| OPENING DATE | 09/03/2025 | CLOSING DATE | 9/28/2025 11:59 PM Pacific |

JOB BULLETIN

The City of Buena Park Community Services Department is looking for a professional, eager, and fun leader to head the Senior Services Division.

The Community Services Department invites the brightest, hardest working, and most enthusiastic applicants to apply. The Ehlers Event Center/Senior Center is dedicated to providing event and senior services programming that is not only fun and lively, but vital to our senior community.

The Ehlers Event Center consists of several banquet/event facilities including Heritage Hall, Ruth Walp Hall, Veterans Hall, and The Plaza. The Center is also home to one of the largest and busiest senior centers in the region. This vibrant Center hosts events, contract classes, senior programs, and various recreation activities that are focused on serving the Buena Park community.

The Community Services Supervisor plans, organizes and supervises recreation and leisure programs, special events, and facility rentals. In addition, this position serves as a liaison to community groups, commissions, foundations, schools, other City departments, and community services programs including facility rentals, senior transportation, capital projects and the Homeless Outreach Case Management team.

The ideal candidate must have strong supervisory, communication, and customer-service skills, be independent, organized, friendly, outgoing, and compassionate to the needs of aging individuals. Additionally, the individual in this position must be able to work a flexible schedule and effectively and efficiently manage a bustling community facility.

THE POSITION

Under general supervision, plans, organizes, and supervises recreational programs, activities, fine arts, senior citizens functions, and special events; develops, manages, and evaluates programs and budgets; serves as liaison to community groups, commissions, foundations, schools, and other departments for particular community services programs, including facility rentals, capital projects, and aquatics programs; and does related work as required.

DISTINGUISHING CHARACTERISTICS

The Community Services Supervisor has primary responsibility for planning, developing, implementing, coordinating, staffing, and supervising a major grouping of city programs, such as youth sports, adult sports, seniors, special events, facility rentals and maintenance, and cultural arts programs and providing direction to professional staff. As distinguished from the Community Services Coordinator, the Community Services Supervisor has greater accountability for budgeting and policy development, and a larger span of supervisory control over professional staff.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Assists in establishing division goals and objectives and oversees the planning and implementation of programs and goals with Community Services Coordinators; evaluates service delivery using productivity, quality, revenue, and customer satisfaction standards and program recommendations.
2. Plans, organizes, and evaluates the work of regular and non-regular staff and seasonal employees who are assigned to Ehlers Event Center, seniors, and other recreation programs and activities.
3. Supervises and participates in the development, implementation and evaluation of work processes, procedures, and programs to achieve annual goals, objectives, and work standards.
4. Recruits and recommends the hiring of staff; coordinates, trains, assigns, reviews, and evaluates work; implements disciplinary actions as needed.
5. Serves as a city liaison to assigned committees, commissions, program participants, community groups, and school officials.
6. Responds to inquiries, complaints, and requests for service.
7. Coordinates, develops, manages, and monitors the performance of assigned community services and programs; processes and approves claim forms, purchase orders, and other financial payment processes.
8. Oversees and assists with the preparation of annual program and facility budgets; analyzes and prepares departmental revenues and expenditures reports and recommends budget allocations.
9. Plans, coordinates, develops, and proofreads quarterly marketing brochures, flyers, press releases, and other marketing and promotional materials involving the media.
10. Manages and oversees the implementation of various programs, events, and services, including capital projects, contract classes, and senior programs at the Ehlers Event Center.
11. Analyzes and develops special and on-going programs and projects and determines priorities and scheduling; estimates personnel, resources, and time required for program and project completion and implementation.
12. Manages and oversees facility usage including programming, scheduling, maintenance and repairs; analyzes and develops facility rental policies and procedures.
13. Prepares and reviews staff reports, program summaries, activity records, and financial records to advise interested parties regarding major developments.
14. Monitors and keeps informed of current trends in the community services field, including program development trends and best practices, and potential operational improvements.
15. Acts as department web liaison in maintaining and updating information regarding services and programs.
16. May perform fundraising activities and research donation, sponsorship, and grant opportunities.

QUALIFICATIONS GUIDELINES

Knowledge of:

Theories, principles, procedures, standards, practices, information sources, and trends in the field of community service programs and services; applicable federal, state, and local health and safety codes and regulations; functions and practices of a municipal recreation unit; research methods and statistical techniques and applications; modern community services practices, including program planning, marketing, budgeting, goal setting, work planning, and organization; program evaluation practices; principles of employee supervision; effective customer service techniques.

Ability to:

Plan, organize, assign, review, and evaluate the work of regular and non-regular staff; train personnel in work procedures; design and manage a variety of recreational programs and projects given community needs, available resources, and city policies; exercise tact and sensitivity in responding to community issues and concerns; communicate effectively, both orally and in writing; establish and maintain effective working relationships with staff, management, community groups, the media, facility users, and the general public; prepare a variety of financial, staff and activity reports and correspondence; operate computer equipment and use word processing, spreadsheet, graphics, and related software applications programs.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is required constantly to sit, and occasionally to stand and walk. The employee must be able to talk and hear. The employee must be able to use hands to finger, handle, feel or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee must be able to lift and carry records and documents, typically weighing less than 20 pounds. The employee must be able to lift, push, pull, and/or carry materials and equipment used for special events weighing more than 25 pounds.

Specific vision abilities required by this class include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret data and situations; use math and mathematical reasoning; perform highly detailed work under changing and intensive deadlines on multiple concurrent tasks; work with constant interruptions; interact with city officials, media, citizens groups, sports officials, contractors, employees, management, and others encountered in the course of work; occasionally subject to conflicts involving use of community services.

WORK ENVIRONMENT

The employee primarily works in an office setting but works in the field in traveling to different community centers and events. In the office setting, the noise level is frequently quiet or moderately quiet. In field settings, the employee is exposed to loud noise during sporting and recreational activities and works under variable weather conditions at different sites and events. Occasional driving is required to visit community services facilities, and community and public meetings.

EDUCATION/TRAINING/EXPERIENCE

Bachelor's degree from an accredited four-year college or university in Leisure Services, Recreation Management, Physical Education, gerontology or a related field **is required**. Five years of professional community service program planning experience **is required**, including supervisory, administrative, and program planning work. Experience within a specific field related to the position assignment **is highly desirable**.

LICENSES/CERTIFICATES/SPECIAL REQUIREMENTS

Valid Class C California driver license, acceptable driving record, and evidence of insurance **are required**.

APPLICANT INFORMATION/EXAM WEIGHT

Oral Interviews:

Tentatively scheduled for Wednesday, October 15, 2025

Applicants must submit a City application online through the Human Resources Department web page at www.buenapark.com/hr. Applications may be accompanied by a resume describing experience, education, and training in relation to the requirements of the position, however, resumes will not be accepted in lieu of a completed City employment application.

All applications will be reviewed and only those candidates determined to be **most qualified** on the basis of experience and education, as submitted, will be invited to participate in the selection process. The selection process may include but is not limited to an oral interview and/or written exams and oral presentations. Successful candidates will be placed on the employment eligible list from which hires may be made. An eligible list is valid for up to one year unless exhausted sooner.

The City of Buena Park is an Equal Opportunity employer and does not discriminate on the basis of race, color, creed, ancestry, national origin, gender, marital status, sexual orientation, religion, age, veteran status or disability.

Americans with Disabilities:

Applicants with disabilities who require special testing arrangements must contact Human Resources. If you have a disability for which you require an accommodation, please contact Human Resources at (714) 562-3515 no later than 5 business days before the test date.

Fingerprinting:

Applicants who are selected for hire are fingerprinted during the pre-placement processing period. All fingerprints will be processed with the Department of Justice to verify criminal records or absence thereof.

Physical Examination:

Employment offers are conditional based, upon the successful completion of a medical examination which may include drug and alcohol screening. Physicals are performed by the City's designated physician at the City's expense.

Employer

City of Buena Park

Address

6650 Beach Boulevard

Buena Park, California, 90621

Phone

714-562-3515

Website

<http://www.buenapark.com/HR>

Community Services Supervisor Supplemental Questionnaire

***QUESTION 1**

To better evaluate your qualifications for this position, responses to this supplemental questionnaire are required. The information you provide will be used to determine your eligibility to continue in the selection process. An incomplete and inaccurate application may lead to disqualification. It is your responsibility to fill out the application thoroughly and accurately. Resumes will not be accepted instead of completing these questions. Please provide concise, descriptive, and detailed information when answering the questions. If you do not have experience, please write "NONE". NOTE: 'See resume', 'See above', or copy and paste of your resume are not considered qualifying responses and will not be considered when evaluating your qualifications.

☐ I acknowledge receipt of this information and understand the instructions.

***QUESTION 2**

Do you have a valid California class C driver's license, acceptable driving record, and evidence of insurance?

☐ Yes

☐ No

***QUESTION 3**

Do you have the ability to work extended hours in order to meet the needs of the department, complete assigned work, and attend meetings or events as needed?

☐ Yes

☐ No

***QUESTION 4**

What is your highest level of education completed?

☐ No Diploma

☐ High School or G.E.D.

☐ Some College - 59 units or less

☐ Some College - more than 60 units

☐ Associate's Degree

☐ Bachelor's Degree

☐ Master's Degree

***QUESTION 5**

How many years experience do you have planning and coordinating recreation and leisure programs for all age groups?

☐ No Experience

☐ Less than 1 year experience

☐ 1 to less than 2 years experience

☐ 2 to less than 3 years experience

☐ 3 to less than 4 years experience

☐ 4 to less than 5 years experience

☐ 5 years or more experience

***QUESTION 6**

How many years experience do you have planning, organizing, and implementing Senior Center programs?

- ☐ No Experience
- ☐ Less than 1 year experience
- ☐ 1 to less than 2 years experience
- ☐ 2 to less than 3 years experience
- ☐ 3 to less than 4 years experience
- ☐ 4 to less than 5 years experience
- ☐ 5 years or more experience

***QUESTION 7**

How many years experience do you have planning and facilitating aspects of city-wide special events?

- ☐ No Experience
- ☐ Less than 1 year experience
- ☐ 1 to less than 2 years experience
- ☐ 2 to less than 3 years experience
- ☐ 3 to less than 4 years experience
- ☐ 4 to less than 5 years experience
- ☐ 5 years or more experience

***QUESTION 8**

Please select the areas in which you have relevant Community Service Programming experience:

- ☐ Senior Services Programming
- ☐ Facility Rentals
- ☐ City Wide Event Planning
- ☐ Homeless Outreach
- ☐ Transportation Services
- ☐ Budget Management
- ☐ Community Outreach/Presentations

***QUESTION 9**

Provide specific details of your experience with scheduling, training, supervising, and evaluating the work of part-time staff and volunteers. If no experience, indicate N/A

***QUESTION 10**

Provide specific details of your experience planning, organizing, and implementing Senior Center programs. If no experience indicate N/A.

***QUESTION 11**

Please describe your experience working with senior and/or disabled populations (if any). If no experience, please indicate N/A.

***QUESTION 12**

Describe an innovative program that you have presented and/or implemented to attract a younger senior population to Community Services event or facility.

* Required Question