



Job Description

Community Services Coordinator

DEFINITION

Under general direction from the **Administrative Services Director**, the Community Services Coordinator plans, organizes, coordinates, promotes, implements, and evaluates a wide range of community-focused events, programs, activities, and facility rentals. This role provides both administrative and technical support for these services and maintains accurate work records. The position serves as a technical resource for assigned personnel and delivers exceptional customer service to the public.

This is a **full-time lead position** responsible for overseeing part-time staff, volunteers, and interns, while working collaboratively with various community organizations and stakeholders.

CLASS CHARACTERISTICS

The Community Services Coordinator is a lead-level classification with responsibility for the day-to-day oversight and implementation of community events, programs, and facility rentals. The position requires the ability to work independently, exercise sound judgment, and ensure services are delivered effectively and efficiently.

Typical Job Functions

Duties may include, but are not limited to:

- Plan, organize, coordinate, implement, and evaluate the delivery of assigned community events, programs, and facility rentals.
- Develop, monitor, and manage schedules of activities, staffing, and program implementation.
- Assess community needs and interests; recommend and develop new programs or enhancements to existing services.
- Recruit, train, supervise, and evaluate part-time staff, contractors, and volunteers; provide guidance and corrective feedback as necessary.

- Ensure safe work practices and adherence to City policies and procedures.
- Provide front-line customer service, including responding to inquiries, resolving complaints, and offering program information to the public.
- Assist in the preparation, monitoring, and administration of assigned program budgets.
- Promote programs and events through marketing strategies, including press releases, brochures, flyers, and social media.
- Administer agreements and partnerships with community-based organizations.
- Monitor the condition of rental facilities; coordinate necessary repairs and maintenance.
- Maintain accurate records, statistics, evaluations, and reports related to programs and events.
- Serve as liaison to community groups, advisory boards, and stakeholders as assigned.
- Participate in the development and implementation of policies, procedures, and strategic plans.
- Attend relevant meetings, trainings, and professional development opportunities to stay current on trends and best practices.
- Perform related duties as assigned.

Qualifications

Education and Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying.

- Education: High school diploma or equivalent required. Completion of college-level coursework in recreation, nonprofit management, public administration, physical education, or a related field is preferred.
- Experience: At least two (2) years of increasingly responsible experience in recreation, event planning, community programming, or a related area.

License and Certifications

- Possession of a valid California driver's license.
- Possession of, or ability to obtain, current certification in Standard First Aid and CPR.

Knowledge of:

- Principles and practices of event and program planning, coordination, and evaluation.
- Community needs related to community events, recreational, educational, cultural, and social services.
- Budget preparation and fiscal monitoring.
- Marketing and promotional strategies for community programs and events.
- Public relations techniques and customer service practices.
- Basic principles of supervision, training, and staff development.
- Recordkeeping, reporting, and administrative procedures.
- Laws, regulations, and policies related to community services and facility usage.
- Standard office software and technology.

- Safety procedures and first aid practices.

Skill in:

- Developing, organizing, and coordinating events, programs, and facility rentals.
- Recruiting, supervising, and mentoring part-time staff and volunteers.
- Promoting community participation and engagement.
- Analyzing community needs and developing appropriate responses.
- Effectively resolving conflicts and complaints.
- Preparing marketing and promotional materials.
- Maintaining accurate records and preparing comprehensive reports.

Ability to:

- Assess program effectiveness and recommend improvements.
- Interpret and apply policies, procedures, and regulations.
- Communicate effectively, both orally and in writing.
- Deliver excellent customer service in a fast-paced environment.
- Prepare and manage budgets and monitor expenditures.
- Organize and prioritize multiple tasks and projects.
- Work independently and collaboratively with diverse groups.
- Use computers and relevant software applications.
- Administer CPR and first aid in emergency situations.
- Establish and maintain positive working relationships with staff, volunteers, community partners, and the general public.

Work Environment

The conditions described are representative of those that must be met to successfully perform the essential functions of the position. Reasonable accommodations may be made.

Work is performed in an office setting and at indoor/outdoor facilities. Requires travel to various locations and the ability to work evenings, weekends, and holidays as needed.

Physical: Must be able to lift and carry up to 25 pounds. Regularly required to sit, stand, walk, bend, kneel, reach, and operate office equipment.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.