West Valley - Mission
Community College District

Class Specification

Director, Community Services

Classified Administrative Position (Exempt Status)
Administrative Salary Schedule – Range 21

Definition

To plan, organize, direct and coordinate the activities of the community services department within the public safety division including parking and traffic, events, community service officers, and facilities security; to coordinate department activities with other district departments; and to provide highly complex staff assistance to the Police Chief.

Supervision Received and Exercised

Receives administrative direction from the Police Chief.

Exercises direct supervision over assigned management, supervisory, technical, and administrative support staff.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Develop and implement department goals, objectives, policies, and procedures.
- Plan, organize, and direct community service activities including parking and traffic operations, facilities security, community service officer program, and events management.
- Direct, oversee, and participate in the development of the community services department work plan; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods, and procedures.
- Prepare the community services department budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Recommend the appointment of staff; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.
- Closely coordinate operations with other departments and actively work to integrate programs and services across departments; provide and receive integral support from other managers and supervisors.
- Develop and manage parking services including business office operations, parking permit sales and issuance, citation and citation appeal processing and adjudication, parking meter and meter revenue management, and electric vehicle charging; maximize parking fund revenue and customer satisfaction.
- Provide leadership to and manage a facilities security program including access control, lockdown, occupancy monitoring, security alarm, and security surveillance systems and services.

- Manage and coordinate the community service officer program including patrol, enforcement, event management and other related community services; foster an experiential learning environment designed to prepare community service officers for careers in public safety and related fields.
- Provide support for the design and construction of new facilities and the mitigation of construction related activities; ensure appropriate participation in design processes related to facilities security and parking and traffic operations; assist in coordinating maintenance and repair of existing parking lots and roadways.
- Assist in the development, implementation, and operation of the district emergency preparedness program; provide oversight and coordination during emergency situations.
- Serve as the district's primary liaison for Levi's Stadium/49'ers contract negotiation and related event operations.
- Represent the department and division to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports; prepare written correspondence.
- Build and maintain positive working relationships with co-workers, other district employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of

- Principles and practices of public safety-oriented community service programs.
- Principles and practices of community service officer operations.
- Principles and practices of facilities security including access controls, alarm systems, and security surveillance systems.
- Principles and practices of parking and traffic management including permitting, enforcement, citation processing and adjudication, and traffic control.
- Principles and practices of parking lot and roadway design and lot maintenance.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Pertinent local, state, and federal rules, regulations and laws.
- Principles of emergency management.
- Modern office practices, methods, and computer equipment.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training, and personnel management.

Ability to

- Organize and direct community services operations.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 55 pounds or less.
- Ensure compliance with pertinent and applicable laws, codes, ordinances, and legislation.
- Determine appropriate actions in emergency situations and respond accordingly.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret and apply pertinent state, local, and district laws and regulations, and department policies and procedures.
- Supervise, train and evaluate staff.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.

- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural and socio-economic backgrounds using tact, diplomacy and courtesy.
- Establish and maintain effective, cooperative and collaborative working relationships with others.
- Work beyond normal business hours, attend evening meetings and/or perform weekend work, and travel.
- Pass a detailed background investigation as may be required for non-sworn law enforcement personnel.
- Pass a credit check.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Five years of increasingly responsible experience in parking operations, public safety or events management, including two years of administrative and management responsibility.

Education

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business, public safety, public administration, or a related field.

License and Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Possession of, or ability to obtain, a current, valid First Aid/CPR certification.

EEO Category: Executive/Administrative/Managerial

Approved Date: December 20, 2021