

PARK SERVICES MANAGER

Salary Range: 7 (Management Salary Schedule)

DEFINITION

Under general direction from the Director of Recreation, Arts, and Event Tourism, the Park Services Manager plans, organizes, and directs the programs and activities of the Parks Services and Code Compliance Divisions. This position is responsible for managing the maintenance, construction, and capital improvements within all City parks including the equipment and facilities; developing, implementing and evaluating department and division plans, policies, and procedures to achieve annual goals and objectives; developing and monitoring the division budgets; implementing policies to maintain compliance with federal, state, and local mandates; preparing a variety of reports and recommendations; performing related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single-position management classification with overall responsibility for planning, organizing, and directing the programs and activities of the Parks Services and Code Compliance Divisions. The incumbent is expected to carry out the full realm of duties with minimal supervision, utilizing initiative and exercising independent judgment.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports directly to the Director of Recreation, Arts, and Event Tourism and is responsible for providing direct and/or indirect supervision over management, professional, technical, and administrative personnel.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

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

- Plans, organizes, and directs the programs, activities, and personnel of the Parks Services and Code Compliance Divisions.
- Plans and manages the Park Capital Improvement Program; manages land acquisitions, conducts inventory and performs historic analysis; designates landmarks, and assists with the development of design standards, initial development plans, and design documents.
- Develops long-term plans for City parks which respond to diverse neighborhood needs and incorporate the historic context of each park in order to provide a vision for future park improvements.
- Implements the Parks & Trails Master Plan, Trails Strategy and Action Plan, and other related documents in coordination with other departments.
- Participates as a member of the Parks and Recreation Management Team.
- Assists in the planning, organization, and implementation of parks and facilities goals and objectives; assists in the formulation of policies and procedures.
- Participates in the development and implementation of City-wide special events; promotes park activities to community groups.

- Performs administrative and accounting duties; purchases new equipment, materials, and supplies; generates and submits reports and documentation; researches special projects and issues; assists with grant preparation; maintains receipts and budgetary expenditures.
- Provides oversight of parks projects, monitors facility improvements, and oversees park service providers with assigned City team and contractors to ensure safety, cost effectiveness, aesthetics, and compliance with City policies.
- Researches and evaluates existing facilities and park amenities to ensure safety, general welfare, and enjoyment by the general public.
- Responds to difficult or sensitive complaints and requests for information from the public.
- Supervises, trains, and evaluates personnel on work procedures, standards, and safety practices; reviews work in progress or upon completion for compliance with standards; prepares documentation and improvement plans; recommends disciplinary action as necessary.
- Develops, implements, and manages the code compliance program.
- Receives, records, and investigates complaints from the public and staff regarding violations of municipal codes, ordinances, standards, and health and safety regulations; documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, municipal codes and ordinances, and state regulations to determine if a violation has occurred.
- Initiates contact with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards; initiates abatement of dangerous properties and vector control issues of vacant properties; provides confirmation to the public by telephone and in person regarding code regulations.
- Prepares notices of violation and writes citations according to applicable codes and regulations; issues letters to property owners notifying them of violations; affixes notices of violation on properties to abate fire and public safety hazards and public nuisances.
- Meets with city staff from other departments and legal counsel regarding complaints; coordinates activities with other departments.
- Coordinates and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at nuisance abatement hearings.
- Initiates criminal and civil complaints in conjunction with the City Attorney's office when necessary.
- Establishes and maintains accurate and complete case files; prepares documents and evidence for court proceedings; testifies in hearings and court proceedings as required.
- Makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.
- Provides information to violators, the general public, the business community, and other government agencies regarding codes, laws, and ordinances; responds to questions,

complaints, and inquiries.

- Maintains files and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.
- Participates in the development and administration of the department budget.
- Coordinates the selection and acquisition of materials/equipment; authorizes capital purchases; prepares bid specifications for applicable division projects; directs the ordering of supplies and materials.
- Plans, coordinates, and supervises a comprehensive preventive maintenance program for assigned divisions.
- Interprets, applies, and advises staff of provisions of laws, rules, and regulations related to division matters.
- Develops policies, procedures, standards, and ordinances to ensure compliance with applicable laws and regulations.
- Interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends disciplinary action.
- Manages, reviews, and approves employee work schedules, overtime, vacation, sick leave, and time cards.
- Provides leadership, maintains effective employee relations, and works with Department managers to develop and retain personnel.
- Attends, participates, and makes presentations at Parks, Recreation and Art Commission Meetings; acts as the staff liaison to appropriate City and external advisory boards; makes presentations to a variety of internal and external groups and businesses.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of managing and administering park and open space areas, including park and landscape repair and maintenance
- Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management, and supervision
- Organizational and management practices as applied to the analysis, evaluation, and development of programs, policies, and operational needs
- Pertinent federal, state, local rules, regulations, and laws
- Principles and practices of safety management and training
- Occupational hazards and standard safety precautions necessary in the workplace
- Recent developments, current literature, and sources of information related to municipal planning and administration

- Principles, practices, methods, and techniques of code violation investigation and compliance
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance
- Research methods, standards, techniques, and terminology related to building code compliance and the construction industry
- Occupational hazards and standard safety practices necessary in the area of code compliance
- Methods and procedures used in code compliance including citation issuance procedures; methods used to obtain various types of inspection warrants; principles used to prepare legal documents
- Practices for documenting inspections, correcting violations, and carrying through on court procedures
- Basic requirements of building, planning, and zoning permit process and plans examining, and related codes, ordinances, and regulations
- Methods and techniques of effective recordkeeping, technical report preparation and writing, and presentation
- Methods and techniques of effective project management, contract administration, and technical report preparation and presentation
- Principles and practices of personnel management, supervision, training, and performance evaluation
- Modern office practices and technology, including personal computer hardware and software
- English usage, spelling, grammar and punctuation

Ability to:

- Plan, organize, assign, manage, review, and evaluate the activities and programs within the Park Services and Code Compliance Divisions
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards
- Coordinate division activities with other City departments and agencies
- Read, interpret, and apply technical written materials and applicable laws, rules and regulations
- Explain and interpret a variety of codes, ordinances, legal descriptions, City policies and procedures, and other regulations to property owners, residents, and others
- Investigate code violations and respond to inquiries, complaints and requests for service in a fair, tactful, and timely manner
- Plan, organize, and implement maintenance, repair and replacement programs applicable to Open Space, Park Services, and Code Compliance
- Prepare specifications and requests for proposals

- Analyze complex problems, evaluate alternatives, and make sound recommendations related to division activities
- Prepare and administer a departmental budget
- Establish and maintain effective working relationships with those contacted in the course of the work
- Use computer technology and applications in the performance of daily activities
- Prepare and present clear, concise, and logical written and oral reports
- Ensure project compliance with federal, state, and local rules, laws and regulations
- Supervise, hire, train, and evaluate professional, technical, and administrative staff
- Interpret and apply City and Department policies, procedures, rules and regulations
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications

Any combination of education and experience that provides the knowledge, skills and abilities may be qualifying. A typical way of gaining the knowledge and skills outlined above is:

A bachelor's degree from an accredited college or university with a concentration in park management, landscape architecture, horticulture, business administration, public administration, or a related field, and five (5) years of progressively responsible experience in parks or landscape maintenance, code compliance, or public administration, including at least two years of management or supervisory experience.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C license or higher is required at the time of appointment. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

Physical Requirements:

Incumbents appointed to this class must have the mobility to work in a standard office or field environment, use standard office equipment and attend off-site meetings; intermittently operate a motor vehicle on surface streets with occasional exposure to weather conditions, and construction and traffic hazards; mobility to traverse uneven terrain, periodically standing, stooping, bending, climbing and kneeling to perform fieldwork; intermittently sit at desk for long periods of time; lift light to moderately heavy weights; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone; manual dexterity to operate small equipment, tools and standard office equipment and supplies, and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).

Working Conditions:

Employees work in the field and in the office, and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset members of the public in interpreting and enforcing departmental policies and procedures. Incumbent may be required to work various shifts on evenings, weekends, and holidays.

Adopted: January 2017

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.