

COMMUNITY AFFAIRS MANAGER (MM)DEFINITION

Under general direction, ensures coordination of resources, effective marketing and implementation of the City's Youth Strategic Plan and policies.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Plans, supervises, and coordinates the work of Community Events and Volunteer operations; works in partnership with commissions, committees and groups, such as the Strategic Alliance, the Youth Alternative Collaborative, and the Youth Commission to provide youth and community services or programs through a team effort. Provides staff support for various committees and groups; coordinates their objectives with appropriate Recreation staff. Serves as staff representative to one or more youth groups. Manages activities of the Youth Commission, including applicant recruitment, selection and training opportunities; assists Youth Commission in developing goals; oversees transportation and logistics for monthly commission meetings. Evaluates the effectiveness and efficiency of the City's Youth Services Plan; analyzes service needs regarding youth programs throughout the City and makes recommendations as appropriate. Prepares and monitors Community Affairs Division budget. Supervises division staff. Coordinates and facilitates personnel related activities such as selection, training, promotion and separation of employees. Develops, assists with preparation, and presents press releases, departmental brochures and marketing material to outside agencies, community residents and members of the press. Actively promotes and implements Total Quality Service programs. Represents the City of Santa Ana at regional meetings involving youth-serving organizations; makes presentations to commissions, committees, groups and City Council. Prepares and presents reports and other documentation. Designs and implements special projects or programs. May assist in preparing grant applications; may monitor/administer grant-funded programs and contracts. Performs other related duties as required.

MINIMUM DESIRABLE QUALIFICATIONS

Five years of progressively responsible staff/administrative experience involving extensive public contact, at least three of which must have been in a supervisory or management capacity. Graduation from an accredited college or university with specialization in public or business administration, public relations, or related fields may be used in conjunction with training and experience to meet the necessary requirements; or any equivalent combination of training and experience which provides the following knowledge, skills and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: operations, services and activities of community service programs; principles and practices of community affairs and relations; knowledge of special and community events; program and project management; principles and practices of supervision; budgeting; principles and practices of Total Quality Service.

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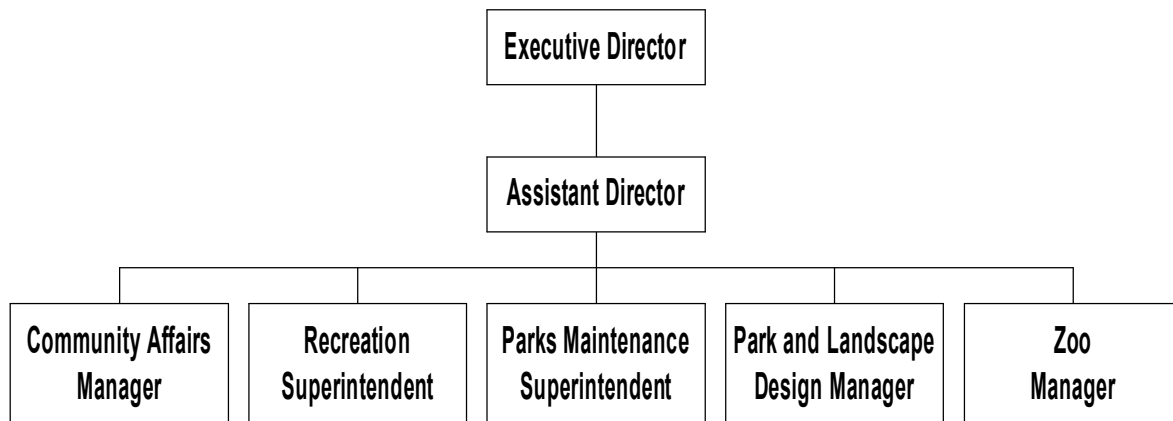
Ability to: Plan, organize, direct and supervise staff; prepare budgets and interpret financial information; exercise resourcefulness in meeting and resolving problems; make sound policy and procedural recommendations and implement solutions; manage activities in assigned areas; speak effectively before groups of diverse sizes and backgrounds; prepare and present reports and other documentation to groups of diverse sizes and backgrounds; develop and maintain effective working relationships with other employees, alliances, commissions, committees and the public in a multicultural community.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers are well-organized, enthusiastic professionals who enjoy the challenge of developing and administering programs with a great deal of autonomy. These individuals possess initiative, good judgement, and creativity. Effective performers understand the importance of working in partnership with commissions, alliances, and community and youth groups. These effective team leaders assume responsibility for a broad range of assignments and recognize the importance of mentoring and developing staff. They are dynamic leaders with outstanding interpersonal skills, and work effectively with people of all ages and cultural/economic backgrounds, and can enlist broad community support and involvement.

ORGANIZATIONAL RELATIONSHIPS

Recreation and Community Services Agency



Class title established per Council Resolution No. 2000-039
effective 7-1-00

Job Spec Finalized: 10/00

Revised: 8/03

ADA approved: