



## CLASS SPECIFICATION

Class Code: 60017325  
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Last Title Change:  
FLSA: exempt  
Probation: 12 months

### DIRECTOR OF COMMUNITY SERVICES

#### **DEFINITION**

Under administrative direction, plans and directs the activities and functions of the County Community Services Department (CSD). The incumbent collaborates with the County Manager and Board of County Commissioners to establish, develop, and implement the County's vision, strategy and objectives for Community Services functions and takes the leadership role in representing CSD to internal and external stakeholders; and performs related duties as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university in business or public administration, operations management, resource management or planning, architecture, civil, mechanical, environmental or sanitary engineering, planning, geography, parks and recreation administration or a closely related field and eight years of progressively responsible full-time experience in one or more areas involving planning for, managing and delivering services related to community utility or transportation systems and infrastructure, community planning and development, building and code compliance, natural resources planning and management or parks and recreation to include four years of experience in a supervisory/management capacity; OR an equivalent combination of education and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment.

#### **SUPERVISION EXERCISED**

Exercises direct and indirect supervision over professional, technical, field, and administrative support staff.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Define the strategy and objectives for the CSD by leading development and implementation of organization strategy and creating an organizational culture designed to support the delivery of a wide range of high quality and necessary services to the community.

Develop and implement the operating model for the CSD and clearly communicate accountabilities to department staff by organizing and implementing effective internal communication plans and strategies.

Develop and implement long term and annual plans for the CSD and build the organization structure to achieve its strategy and objectives by directing staff in the creation of the annual department work plan, goals, and objectives, monitoring staff progress in meeting established goals, revising goals and objectives when necessary, and communicating the department role in countywide goals to staff.

Develop and maintain CSD's performance criteria and ensure that all CSD performance objectives, as agreed with the County Manager and BCC, are achieved by managing the operations and functions of the Community Services Department and developing and implementing policies and procedures to facilitate department operations and performance.

Develop goals, objectives, priorities, and standards for the implementation of County Emergency Management plans.

Establish CSD's governance processes and ensure compliance with relevant rules, regulations, policies and laws by planning the activities and functions of the department, developing and implementing a service-oriented culture, and establishing and maintaining policies and procedures to guide the delivery of services.

Ensure the optimal management of capital, financial and human resources for the CSD to achieve its strategies and objectives by developing and administering the department budget, developing projections for staffing, materials and services requirements and recommending and justifying staff, equipment, and services.

Build and develop a CSD leadership team and lead that team in the achievement of CSD's operational, financial, and human resources objectives by establishing and sustaining a culture of personal and collective accountability throughout CSD.

Create and sustain a culture of continuous business improvement to enhance the efficiency and effectiveness of CSD business.

Ensure that CSD performs its business in accordance with high values of safety, quality, and fiscal responsibility.

Oversee the management of critical relationships with key stakeholders, both externally and internally by representing the County and the department to explain goals, policies, and programs to the public, and the community and civic groups and engaging community interests and stakeholders in working on issues that may affect them.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental and countywide policies and procedures including personnel and management policies.

Organizational structure of Washoe County government, departments, services, and functions.

Computer software specific to the work of the department.

Washoe County budget process and pertinent policies and procedures of other County departments/divisions (e.g., Purchasing, Finance, Risk Management).

Provisions of applicable collective bargaining agreements.

Laws, ordinances, and codes and regulations governing the County's community planning, building and code compliance, transportation system, public works, parks and open space and utilities activities and the planning, management, and operations of organizations providing these services.

Washoe County Emergency Operations and working knowledge of processes and procedures of the Emergency Operations Center.

### **Ability to:**

Organize, direct, and coordinate the activities of several divisions of a large department providing a diverse range of community services.

Plan, coordinate, and direct the operations of the Community Services Department to achieve established goals and maximize efficiency.

Supervise personnel, including training, assigning, and reviewing work, administering discipline, and conducting performance evaluations.

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

Develop and administer department budget.

Plan, develop, manage, implement, and evaluate emergency response plans.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

**Knowledge of:**

Principles and practices of management and supervision; including program planning, implementation, and administration.

Principles of budget preparation and fiscal accounting.

Modern principles and practices of administration as applied to the design construction and maintenance of public infrastructure including streets, buildings, water, wastewater, storm water facilities, parks and recreation and other public works facilities and services.

Principles and practices of civil engineering as applied to the development and management of public works and utility systems and facilities.

Utility financing and rate structure practices.

Principles and practices of the Incident Command System as applied in an emergency operation center.

Federal Emergency Management Agency incident command system.

**Ability to:**

Evaluate operational problems or situations, develop sound conclusions, and make effective decisions and/or recommendations.

Evaluate work priorities, procedures, processes and operational or engineering issues to determine their effectiveness and efficiency.

Interpret, understand, and apply technical reports, statutes, rules, and regulations.

Oversee long-term capital improvement planning and project implementation.

Communicate effectively both orally and in writing.

Maintain cooperative working relationships with department staff, representatives of other departments, professional engineers, contractors, management staff, elected officials, citizen interests and the general public, and make presentations and represent the Washoe County Community Services Department in various public forums such as County Commission meetings.

**SPECIAL REQUIREMENTS** (*Essential duties require the following physical skills and work environment.*)

Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, and telephones. Work is usually performed in an office environment and occasionally outdoors.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*