

NEW CASTLE COUNTY GOVERNMENT

Number 0322

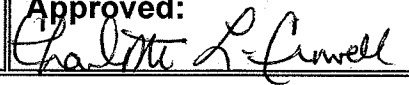
Page 1 of 2

CLASS SPECIFICATION

Date 04/21/08

Title: COMMUNITY SERVICES COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: Coordinates the overall activities of the Community Services Department by developing, implementing and overseeing programs; staffing facilities; and providing essential services to the community through effective interaction among the various units of the department and other departments within the County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists the Community Services Department Manager in planning, controlling and coordinating activities and staff of the Community Services Department to promote and maintain the highest quality of life for New Castle County residents. This employee assists in developing, providing and maintaining a diverse mix of services available and accessible to all which will contribute to the physical, mental, social, informational and cultural needs of County residents. Responsibilities include coordinating the various programs both within and outside the department to include coordinating with the media, other governmental and private service providers and community organizations. This employee may be required to work unusual hours including nights, weekends, and holidays at various work sites. This employee works under general direction.

EXAMPLES OF WORK: (Illustrative Only)

- Coordinates the delivery of all services provided by the department, including but not limited to recreational, cultural, educational, libraries, programs for seniors, housing assistance and community development;
- Develops, implements and oversees programs and activities located throughout the county including hiring of part time staff and contractors, and planning for programs, activities and special events.
- Develops programmatic connections among the various units of the department and other departments within the County;
- Promotes the sharing of resources and facilitates cooperation among the various program components and activities of the department;
- Assists in the development of long- and short-term goals for the department;
- Implements policies and procedures for the department as directed by the department manager;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that internal and external customers are provided with the highest quality of service;
- Interacts with outside agencies, the media, other service providers, community organizations and the public concerning related issues;

NEW CASTLE COUNTY GOVERNMENT

Number 0322

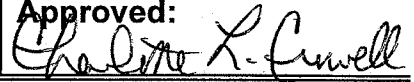
Page 2 of 2

CLASS SPECIFICATION

Date 04/21/08

Title: COMMUNITY SERVICES COORDINATOR

Approved:



- Assigns work and supervises staff;
- Works with department staff to develop methods for dealing with departmental issues and in responding to problems or requests received;
- Presents information to community groups;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of the services provided in the area of community services; some knowledge of program and budget development; ability to coordinate a variety of diverse community service functions and associated staff; ability to supervise others; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to establish and develop effective working relationships with associates, government officials, agencies, private organizations and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to analyze complex data, draw valid conclusions and make reliable recommendations.

MINIMUM QUALIFICATIONS: At least three years experience in the area of planning or coordination of a variety of programs or services and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration or related field; or an equivalent combination of experience and training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Ability to pass a Class III County physical examination and background check.

HISTORY OF REVISIONS

Established: 07/01/97
Revised: 05/01/01
Revised: 04/21/08