

# NEW CASTLE COUNTY GOVERNMENT

Number 0327

## CLASS SPECIFICATION

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Date 07/24/12

Title: COMMUNITY SERVICES ADMINISTRATOR

Approved:



GENERAL STATEMENT OF DUTIES: Coordinates the varied activities of the Community Services Department by assisting the Community Services Department General Manager in resolving issues, providing services, and overseeing quality control; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class works with department staff to coordinate the varied activities of the Community Services Department within the areas of libraries, community resources, sports and recreation, and community development and housing. This employee is responsible for ensuring timely response to issues, projects, and plans by providing prompt and efficient resolution to customer inquiries and questions while managing internal quality control. This employee must have the technical knowledge of the functions of the department as well as excellent management skills. This employee works under the general direction of the Community Services Department General Manager.

EXAMPLES OF WORK: (Illustrative only)

- Manages and coordinates the delivery of direct services to the citizens of New Castle County;
- Organizes, reviews, and approves operating procedures;
- Assists in defining goals and objectives and coordinates activities with other sections and outside agencies;
- Prepares the annual budget request and manages the section budget;
- Estimates revenue and expenditures, controls expenditures in accordance with approved budget, and prepares specifications for annual bids;
- Evaluates programs and personnel;
- Works across department, division, and agency lines in solving problems and issues;
- Troubleshoots issues and problems and brings resolution within a timely manner;
- Establishes and maintains a quality control program for internal and external services;
- Performs assignments as defined by the Community Services Department General Manager;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

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**Title:** COMMUNITY SERVICES ADMINISTRATOR

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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of the principles and practices of budget management and program development related to community services; ability to perform policy analysis and technical research to give reliable advice on difficult issues; ability to establish quality control programs to ensure excellent customer service; ability to manage human resources to solve problems and issues; ability to display and promote a positive attitude and possess a professional demeanor and appearance; ability to communicate courteously and effectively, both verbally and in writing.

**MINIMUM QUALIFICATIONS:** At least five (5) years of progressively responsible experience as a supervisor in a local, state or regional government in community development, housing, sports and recreation, community services, event planning or a related area, and possession of a Bachelor's Degree from an accredited college or university with major course work in education, social services, public administration, or related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

**ADDITIONAL REQUIREMENTS:** Must pass a Class III County physical examination and background check.

**HISTORY OF REVISIONS:**

Established: 12/10/98  
Revised: 05/01/03  
Revised: 04/25/07  
Revised: 07/24/12