

NEW CASTLE COUNTY GOVERNMENT

Number 0495

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Date 11/01/2017

CLASS SPECIFICATION

Title: COMMUNITY SERVICES WORKER V

Approved:



GENERAL STATEMENT OF DUTIES: Performs advanced level planning and coordination for multiple programs and/or venues within the Department of Community Services during various seasons of the year; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs at a higher level of skill which involves coordinating multiple programs and venues with high level administrative responsibilities; possible supervision of subordinate community services workers; and participation in policy decision and facility scheduling. Work is performed independently at various recreation sites with no direct supervision by a full time staff member.

EXAMPLES OF WORK: (Illustrative only)

Senior Recreation Coordinator/Camp Coordinator:

- Performs duties of Community Services Worker IV in addition to those listed below;
- Manages numerous leagues, programs, and venues during repeat seasons of the year;
- Oversees subordinate community services workers;
- Coordinates records and statistics for leagues and programs;
- Participates in planning and evaluation of program, facilities, and staff;
- Evaluates quality of programs and teams for placement in appropriate leagues and/or divisions;
- Prepares official round-robin game schedule for teams in sports leagues;
- Monitors general quality of officiating, instruction, etc., and makes appropriate recommendations;
- Researches successful programs and facilities in other states/regions;
- Serves as primary liaison between participants, referees, staff and program supervisor;
- Makes recommendations on facility, equipment, or staffing needs;
- Assists with time and attendance records for part-time program staff;
- Helps to investigate and resolve complaints from patrons, public and participants;
- Helps to construct new playing rules, regulations and policies for sports and recreation programs;
- 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;

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- Operates a personal computer or other related equipment in the course of the work.

Administrative Assistant:

- May perform duties of other Community Service Workers in addition to those listed below;
- Petty cash custodian;
- Back-up change fund custodian;
- Back-up Serials processor;
- Coordinates submissions for quarterly program guide;
- Coordinates volunteers;
- Fields questions and concerns of patrons; refers to senior management as needed;
- Performs clerical and administrative work as needed;
- Performs timekeeping duties;
- Manages customer accounts, taking payments or documents;
- Assists with time and attendance;
- Orders office supplies as needed.

CAFÉ WORKER

- Manages food and nutrition programs under supervision;
- Petty-cash custodian
- Perform clerical and administrative work as needed;
- Manages customer accounts, taking payments or documents;
- Order office and facility supplies;
- Coordinates records and statistics for programs, customers, inventory, etc.;
- Participates in planning and evaluation of program, facilities, and staff;
- Serves as primary liaison between customers, staff and program supervisor;
- Makes recommendations on facility, equipment, customer or staffing needs;
- Assists with time and attendance records for part-time program staff;
- Helps to construct new regulations and policies for food and nutrition programs.
- Monitors general quality of operations and makes appropriate recommendations;
- Assists in food inventory, menu creations, food prep, and serving;
- May oversees subordinate community services workers;
- Leads and directs specialized food and nutrition activity or venue;
- Helps collect payments, fees, fines, and materials from customers and participants;
- Monitors systems, activities and schedules at facilities;
- Oversees safety and behavior of participants;

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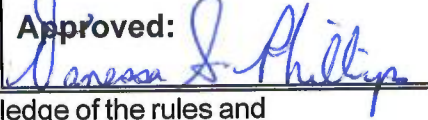
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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of the rules and regulations of the area to which the employee is assigned; ability to supervise others; ability to communicate courteously and effectively, both verbally and in writing; ability to maintain records and prepare written reports; ability to work independently and make appropriate decisions; dependability.

MINIMUM QUALIFICATIONS: At least three (3) years of experience in work related to the duties to be performed (experience must have been at the supervisory level if the duties of the position require supervision) and possession of a high school diploma or GED or an equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Preference may be given to applicants who are bilingual in Spanish and English.

ADDITIONAL REQUIREMENTS: Possession of a valid Delaware Class D driver's license or its equivalent if it is required of the duties of the position. Must pass or possess current ServSafe certification within three (3) months of hire if it is required of the duties of the position. Must pass a Class III County physical examination if required of the duties of the position. Must pass a drug screening and criminal background check.

HISTORY OF REVISIONS:
Established: 12/20/05
Revised: 04/16/14
Revised: 11/01/2017