



City of Des Moines, Washington

JOB DESCRIPTION



DIRECTOR OF COMMUNITY/ADMINISTRATIVE SERVICES (DCAS) Regular, Full-time

Salary Grade: D-37
FLSA Status: Exempt

Union Status: Non-represented
EEO Category: Officials & Administrators

Nature of Work

Under the general direction of the City Manager, this position is responsible for the overall planning, organizing, and fiscal control, including fund development strategies, policy formulation, process improvement initiatives, and operation of the Community Services Department with a specific focus on the City's Recreation Services Division and general oversight of the Community, Events, and Services Director. This position will administer general fund and capital project budget planning, allocate personnel and resources to optimize departmental efficiency and effectiveness and supervise and evaluate the performance of assigned staff. The Director of Community/ Administrative Services will develop, in conjunction with the Recreation Manager, recreation policy recommendations to the City Council, enhance programs and activities to ensure responsible fiscal management, and ensure coordination of recreation programs/events with other City departments.

The Director of Community/ Administrative Services (DCOS) will also serve as the Department Director for the Administration Division and as the liaison/advisor for the City Manager's office and City Council members, providing information or facilitating requests from Council members as appropriate. As a key executive leadership team member, this position executes essential strategic planning, organizational development, and service improvement functions. Work will involve frequent contact with City Council members, City management and department staff, community members, civic organizations, special interest groups, businesses, community groups, and other governmental agencies. This position also has significant responsibilities in developing, implementing, and managing the City's communications strategic plan in support of the City's mission, vision, and values. Duties will include publishing public information, handling general public and media relations, monitoring City social media accounts, internal and external communications, education, and outreach. This position performs duties with considerable independence, wide latitude, judgment, and discretion.

Essential Functions

- Manages and directs diversified year-round, citywide recreation programs and activities; conducts ongoing assessments and analysis of the Recreation business operations and functions to implement process enhancements for the department; establishes performance criteria for program areas within the department; monitors and measures attainment of objectives goals and priorities and implements corrective actions in project phases and objectives as necessary.
- Provides guidance in the development of strategic initiatives and monitors progress on objectives within the Community Events and Services in conjunction with the Director of Community Events and Services; leads efforts for analyzing and evaluating programs and services as necessary to support the City's fulfillment of strategic goals and objectives for achieving operational excellence.

- On behalf of the City Manager, serves as liaison/advisor to City Council members for routine and/or politically sensitive issues and events; may also fulfill routine requests from the City Council as appropriate.
- Prepares detailed statistical analysis of programs, purchases, performance, etc., for the Recreation department as support for budgetary requests and as required for different functions.
- Oversees and directs the operations of the Administration Division, including Public Records, Records Management, and City Clerk and Front Desk operations.
- Directs the planning, preparation, and control of budgets, including annual operating and multi-year capital improvement budgets; develops purchasing and budgetary procedures and guidelines for the department; monitors, controls, and authorizes expenditures following established limitations.
- Oversees the hiring, training, supervision, and evaluation of assigned staff; implements any necessary disciplinary action after appropriate consultation with Human Resources; makes recommendations for termination.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Implements a comprehensive Citywide communications strategic plan; directs and produces communications content of press releases, City website information, social media, electronic communication, and newsletters; prepares speeches, responses, and related materials for public information purposes.
- Facilitates the dissemination of information to promote Citywide issues and/or events; leads interdepartmental communications relating to City publications and communication opportunities.
- Establishes and maintains effective relations with the public, the media, community leaders, local school districts, civic organizations, special interest groups, businesses, community groups, and other governmental agencies.
- Prepares complex reports and documents such as contracts, professional service agreements, project reports, budget reports, and/or statistical reports.
- Attends Council regular and special meetings, study sessions, and workshops.
- Works effectively and professionally while working with interruptions, strict deadlines, and handling multiple projects simultaneously.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable, and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Knowledge of:

- Structure and operation of municipal government.
- Organizational and management practices.
- Project management techniques.
- Advanced principles, techniques, and practices of public information, media, and public relations.

- Modern administrative and management principles, procedures, and techniques, mainly as applied to the overall management of a comprehensive communications/community relations program.
- Principles, practices, and concepts of open government, citizen participation, and municipal government operational characteristics, services, and activities.
- Principles and practices of budget preparation and administration.
- Effective personnel management techniques and all applicable city policies and procedures.
- Office procedures, methods, and equipment, including computers and applicable software applications such as word processing, spreadsheets, databases, and social media.
- Standard first aid, CPR, and blood-borne pathogen procedures.
- Pertinent federal, state, and local laws, codes, and regulations.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and supervision of staff.
- Techniques for effectively representing the City in contact with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Parliamentary procedures and state laws relating to the conduct of City Council meetings.
- Project management techniques.
- Personal computers, Microsoft Office products, business licenses, cashiering, and records management software applications.

Ability to:

- Coordinate and assist in evaluating a variety of municipal programs.
- Make acceptable professional recommendations on strategic short- and long-term business objectives, efficiencies, and policy development.
- Analyze complex problems, develop a positive course of action, and follow through on its implementation.
- Demonstrate sound professional judgment, reason logically, and think imaginatively and creatively.
- Effectively evaluate, develop, communicate, and execute sustaining strategic initiatives, including a broad range of diverse functions and responsibilities.
- Thoroughly understand the City's political environment and sensitivities and function effectively within that environment.
- Cultivate and maintain cooperative and effective working relationships with elected officials, advisory bodies, the business community, staff, the media, and the general public.
- Communicate effectively and persuasively, both in writing and orally, including oral presentations.
- Effectively represent the City in situations that are potentially adversarial or stressful.
- Exercise individual initiative and discretion in work, including confidential matters.
- Accurately analyze problem situations and adopt a practical course of action.
- Provide effective leadership and coordinate the activities of multiple departments.
- Develop and administer Citywide goals, objectives, and procedures.
- Coordinate, organize, and prioritize work, and follow directions, instructions, and protocol in the assigned duties.
- Operate computer equipment and programs to produce publishable reports and documents.
- Demonstrate experience and leadership in managing comprehensive strategic communications, media relations, branding, and marketing programs to advance an organization's mission and goals.
- Prepare various practical, professional, attractive, and economical communication tools for diverse audiences using both traditional and social media.

- Prepare and present clear, effective, and accurate staff reports, correspondence, policies, procedures, and other oral and written materials.
- Make effective public presentations in routine and emergencies.
- Organize, supervise, and coordinate the work of subordinate staff.
- Make timely decisions considering relevant factors and evaluating alternatives, exercising discretion and sound independent judgment.
- Work effectively in a dynamic environment that is constantly changing, resulting in continually re-evaluating and shifting priorities.
- Ability to work independently and within a collaborative team-oriented environment; contribute openly, respectfully disagree, understand the ideas of others, listen well, and work for consensus.
- Attend evening and early morning meetings occasionally.
- Respond to emergencies and other situations on a 24-hour basis.

Education and Experience Requirements

- Bachelor's degree in public administration, business administration, political science, or closely related field.
- Six years of increasingly responsible experience in recreation programming business operations or administrative management experience, including three years in a supervisory capacity or
- Any equivalent combination of education, training, or experience that would enable an incumbent to satisfactorily perform the job function.

Special Requirements

- Must obtain a valid First Aid/CPR card within three (3) months of employment and maintain it throughout employment.
- Valid Notary Public License or the ability to obtain one within three months of hire.
- Evening work and occasional weekend work are required.
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

- Work is performed in an office environment, although some travel and night meetings are required.
- The position requires continuous decision-making, interpersonal skills, teamwork, creativity, customer service, training/supervision; performance of basic and advanced math, discretion, presentation/teaching, problem analysis, negotiation, mentoring, independent judgment and/or action; and the ability to read, understand, write and speak English.
- The position requires continual talking, hearing, and sitting; frequent fingering, feeling, grasping, handling, and repetitive motion of hands and wrists; occasional standing walking; rare reaching, bending, and climbing. Must be able to push, pull, lift, and carry 20 pounds.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce, and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.

- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions, or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Established 2017/Update 2022/Updated 2023.