



We invite applications for the position of:  
**COMMUNITY SERVICES MANAGER**  
**\$11,942 - \$14,239 MONTHLY SALARY**  
Plus a comprehensive benefits package

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## The City of San Mateo Parks and Recreation Department is looking for a highly qualified, experienced Community Services Manager

### Why Join our Department?

The Parks and Recreation Department's mission is to enhance the quality of life and strengthen the bonds of community by providing an appropriate mix of safe, well-maintained and well-designed parks, open spaces, and community center facilities that are accessible for all residents; provide enriching leisure opportunities for all age groups; and to preserve and protect the City's natural resources, including its urban forest, public open spaces, and landscaped medians and islands.

As the Community Services Manager, you will serve as the strategic lead in developing comprehensive programming of recreational, instructional, and community-building activities. You will have the opportunity to make a lasting, positive impact on the community for years to come by invigorating the division with fresh ideas and directing the trajectory of recreation activities, program development, and community engagement.

Look to some of the reasons why the City of San Mateo is a great place to work, [https://www.youtube.com/watch?v=\\_GTIzeSpc\\_g](https://www.youtube.com/watch?v=_GTIzeSpc_g)

### What You'll Do

The Community Services Manager is responsible for planning, directing, and supervising the leisure, cultural, and human services activities of the Division and providing highly responsible professional and technical staff assistance. Duties may include, but are not limited to the following:

- Plan, organize, coordinate and direct the work of subordinates in developing and implementing a broad and diversified community recreation and human services program.
- Participate as a member of the community-based network of Human Services Agencies.
- Develop and implement changes in staffing, goals, objectives, policies and procedures to ensure maximum effectiveness and efficiency.
- Develop programs of service to meet community needs including plans for efficient and economical use of labor, buildings, equipment and materials.
- Attend meetings of and prepare reports for Commissions and Advisory Groups; provide technical and professional advice and recommendations relating to recreation and human services.
- Respond to and resolve difficult resident inquiries and complaints.
- Prepare and administer the division budget, maintaining appropriate budgetary controls.
- Administer federal, state and special project grants.
- Participate in planning, organizing, and coordinating the development, construction, and maintenance of parks, recreation buildings, playground areas, and other facilities.
- Direct the scheduling of work projects and the determination of equipment, material and personnel needs with the Division.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Supervise the maintenance of a variety of records and reports.
- Select, supervise, train, and evaluate assigned personnel.

The Community Services Manager receives direction from the Director of Parks and Recreation or higher-level department personnel and exercises direct supervision over professional, technical and clerical staff.

For a complete list of duties, reference our job specifications at <https://www.cityofsanmateo.org/DocumentCenter/Home/Index/86c>

### Who You Are

- Innovative doer who welcomes challenge, is resourceful, and can lead a team to do great things.
- Professional who is team oriented and results driven.

- Exceptional communicator (oral and written) with superior interpersonal skills.
- Able to exercise good judgment and decision making abilities.
- Strategic thinker who can analyze problems, identify feasible solutions; project consequences of proposed actions and implement recommendations in support of goals.

### **What You Bring**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

- You possess at least four years of responsible administrative and supervisory experience in recreation, leisure and/or human services.
- You have the equivalent to a Bachelor's degree from an accredited college or university with major course work in recreation, public administration, or a related field.
- Possession of, or ability to obtain, an appropriate, valid California driver's license.

### **Bonus Points (*highly desirable*)**

- Master's degree in Recreation Management, Public Administration, or a related field.

**ADA Special Requirement:** *Essential duties require the following physical abilities and work environment:* Ability to work in a standard office environment.

### **What We Offer**

- **Salary:** \$11,942 - \$14,239/month
- Comprehensive benefits package including generous paid leave and health benefits
- CalPERS retirement (2% @ 55 for classic members; 2% @ 62 for new members). Classic employees contribute 8.34% to CalPERS and New members contribute 7.50% to CalPERS
- Participation in the Social Security Program
- City contribution of 1.5% of base salary to a 457 Deferred Compensation Plan, and a 1.0% match to the Employee's voluntary contribution.
- The City contributes 0.25% of base salary to a Retiree Health Savings Account
- Free Fitness classes through City of San Mateo Parks and Recreation
- Credit Union Membership
- Bilingual Differential \$195 monthly (if applicable)
- For more information please refer to the Management Association [Benefits Summary](#) effective January 2022.
- This classification is represented by the San Mateo Management Association

### **Are You Ready? Apply.**

Submit an online application, résumé, and supplemental questionnaire at [www.calopps.org](http://www.calopps.org) or to the Human Resources Department, City of San Mateo, 330 W. 20<sup>th</sup> Avenue, San Mateo, CA 94403, (650) 522-7260.

### **Application Deadline:**

Recruitment will close by **Friday, October 4, 2024 @ 5:00 p.m.** or upon receipt of the first 50 applications, résumés, and supplemental questionnaires, whichever occurs first.

### **Interview Process**

All applications, résumés (*required*) and responses to supplemental questions received will be reviewed for minimum qualifications. A fully completed application is required; a résumé does not replace the information required on the employment application, including work history. Applications with "see résumé" as a substitution for the work experience description, those with none or unclear current/past employment information, or those with insufficient information to evaluate possession of minimum qualifications will not be considered; missing information cannot be assumed. A limited number of the most highly qualified applicants will be invited to participate in the examination process, which may consist of an oral panel interview, written exercise, or in the form of a practical demonstration of skill and ability, or any combination of these; **a Zoom oral panel interview is tentatively scheduled for October 28, 2024.**

An employment list will be established from those who pass the examination process. Current and future vacancies may be filled from this list. The list will remain in effect for at least six months with the possibility of an extension for an additional six months. Once placed on an employment list, and at the time a vacancy occurs, eligible candidates may be contacted by the hiring department and scheduled for additional department interviews.

**Date Posted** – September 16, 2024

Note: The City of San Mateo reserves the right, at its discretion, to limit the number of qualified candidates invited to the selection process. ALL RESPONSES WILL BE CONDUCTED VIA THE EMAIL ADDRESS PROVIDED IN YOUR ONLINE APPLICATION. Therefore, it is imperative that you provide an email address to which you have access, and it is recommended that you frequently check your email for notices from: [sanmateo@CalOpps.org](mailto:sanmateo@CalOpps.org)

### **Fine Print**

Prior to hire, candidates will be required to successfully complete a pre-employment process, including a driving record review, reference check, and Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background checks. A conviction history will not necessarily disqualify an applicant from appointment.

The policy of the City of San Mateo is to grant equal employment opportunity to all qualified persons without regard to race, color, sex, age, religion, ancestry, physical or mental disability, sexual preference, marital status, or national origin. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment.

In compliance with the Americans with Disabilities Act, applicants requiring accommodations for any part of the testing or recruitment process must notify [lcoles@cityofsanmateo.org](mailto:lcoles@cityofsanmateo.org) or (650) 522-7264 seven (7) days in advance of the deadline for the part of the process requiring accommodations. Do not upload any documents related to your request for accommodation in CalOpps. The City of San Mateo complies with employment provisions of the Americans with Disabilities Act.

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## **CITY OF SAN MATEO COMMUNITY SERVICES MANAGER**

### **Supplemental Questionnaire**

Please provide answers to the following questions, limiting your response to one (1) page each. Responses to the supplemental questions will be used in the selection process. Usage of Artificial Intelligence (AI) software (e.g., ChatGPT) is not acceptable. Neatness, clarity of expression, grammar, spelling, and ability to follow instructions will be considered in evaluating your responses. Failure to answer the questions will result in an incomplete application packet and your application will not be considered for the position; do not put "see resume" or copy parts of resume/work duties as a response. (Questionnaire responses must be submitted with the employment application.)

1. Describe a work challenge and outcome that demonstrates your abilities as an innovative thinker and/or creative problem solver.
2. Describe your experience in providing programming for diverse user groups including older adults, ethnic populations, and/or those who are intellectually or physically challenged.
3. What is your leadership style and how do you inspire and mentor staff members to reach their full potential?
4. Describe, in detail, your work experience developing and administering program budgets. Please describe the most challenging and/or significant budget issue you have had to address. What were the final results?