

TOWN OF WESTMINSTER

JOB DESCRIPTION



The Town of Westminster is seeking a highly energetic, motivated individual to fill its new position of
Community Services Director.

THIS IS A FULL-TIME, 40 HOUR PER WEEK, DEPARTMENT HEAD POSITION, WITH EXCELLENT BENEFITS.

This position was created to serve as a center point for communications within Town government and to build relationships with our volunteer community and public service professionals to best serve the residents of our beautiful Town!

The successful candidate will be a driven, self-starter with a passion for community service and outreach. Extremely strong organization and time management skills are a must! Preferred candidates should possess demonstrated skills and abilities with recreation/community programming and event planning/organizing. Performs varied and responsible duties requiring a working knowledge of recreational programming, community center operations, community services boards/committees (including but not limited to: Parks and Recreation, Agricultural Commission, Hager Park Commission, Crocker Pond Committee and Open Space). This position will also perform administrative duties, such as assisting with budgets, preparing reports, and participant records.

EDUCATION/OTHER REQUIREMENTS:

Bachelor's degree in Recreation Administration or related field, and/or at least five years of experience in recreational management in a municipal setting, including at least three years in a supervisory capacity in a recreation or park setting; or any equivalent combination of education, training and experience, which provides the requisite knowledge, skills, and abilities for this job.

CPR, AED and First Aid Certified or able to do so within the first six months.

Must possess a valid Massachusetts Class D motor vehicle operator's license.

Starting Salary: \$65,000 annually commensurate with education and experience.

Pre-employment conditions: CORI, drug screening, pre-employment physical.

HOW TO APPLY:

SUBMIT A COPY OF THE FOLLOWING TO: HR@WESTMINSTER-MA.GOV OR

MAIL TO: PERSONNEL ADMINISTRATOR, TOWN OF WESTMINSTER, 11 SOUTH ST, WESTMINSTER, MA 01473

✓ COVER LETTER

✓ RESUME

✓ TOWN OF WESTMINSTER JOB APPLICATION - (the application must accompany the cover letter & resume) [click here...](https://www.westminster-ma.gov/sites/g/files/vyhlif1431/f/pages/fillable_application_for_employment-rev_072018_1.pdf)

[HTTPS://WWW.WESTMINSTER-MA.GOV/SITES/G/FILES/VYHLIF1431/F/PAGES/FILLABLE_APPLICATION_FOR_EMPLOYMENT-REV_072018_1.PDF](https://www.westminster-ma.gov/sites/g/files/vyhlif1431/f/pages/fillable_application_for_employment-rev_072018_1.pdf)

APPLICATIONS DUE BY: FRIDAY, June 2, 2023. POSITION AVAILABLE JULY 2023.

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Position Title:	Community Services Director	Grade Level:	6
Department:	Administration	Date:	12/13/2022
Reports to:	Town Administrator	FLSA Status:	Non-Exempt

Statement of Duties:

This position oversees and assists with all aspects of the Town's community and recreational services. Performs administrative, supervisory, and programming work to plan, schedule, and direct the operations of community programs, events, camps, clinics, and activities for all Town residents, and oversees the use of the Community Senior Center. In an entrepreneurial manner, oversees the promotion and administration of a comprehensive indoor and outdoor community recreational programs for children, youth, adults, and other organizations within the Town of Westminster.

This work is accomplished by anticipating, discovering and working to meet the service needs of all customers; planning and formulating services and policies; directing, training, and supervising staff for optimum services; ensuring the publicity and outreach to the community of departmental services and programs; and ensuring creative programming that meets the needs of the residents of Westminster.

Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Performs varied and responsible duties requiring a working knowledge of recreational programming, community center operations, community services boards/committees (including but not limited to; Parks and Recreation, Agricultural Commission, Hager Park Commission, Crocker Pond Committee and Open Space). Incumbent is called upon to exercise sound judgment and positive initiative when completing tasks particularly in situations not clearly defined by precedent or established procedures.

Supervision Required:

Under administrative direction of the Town Administrator and working from municipal policies, goals, and objectives the employee establishes the department's short and long-range objectives, own performance standards, and assumes direct accountability for department results; employee may if applicable act as an independently elected official over a department. Consults with supervisor only where clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental policies, goals, objectives and budgets. The employee is expected to take the initiative to resolve conflicts which arise and coordinate with others as necessary.

Supervisory Responsibility:

Supervises the activities and performances of the Council on Aging Director, part-time, temporary, and seasonal recreational/community center staff, Summer Rec Program personnel and volunteers as assigned. Carries out supervisory responsibilities in accordance with Westminster's policies and applicable State and Federal laws. Duties may include interviewing and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems and making recommendations to the Town Administrator and Personnel Administrator relative to hiring and discipline.

Confidentiality:

In accordance with the State Public Records Law, the employee may have regular access to confidential information such as client or employee records.

Accountability:

Duties include department level responsibility for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the department including buildings, equipment and staffing

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utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions to the municipality

Judgment:

Guidelines provide limited guidance to perform the essential functions of the position. They may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to a specific department or functional area. Extensive Judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies and practices.

Complexity

The work consists of managerial functions and processes such as short and long-term planning, organizing, controlling, coordinating, evaluating, and integrating activities and programs.

Work Environment:

Most work is performed in a moderately noisy and very busy office; frequent customers and constant interruptions are part of the daily operations of the office; frequent fieldwork is conducted outdoors with exposure to various weather conditions.

Regularly operates standard office equipment including computers, telephone, and facsimile machine; operates an automobile and light equipment such as weed whackers, and other outdoor tools.

Has frequent contact with other town departments, vendors/service providers, local schools/educators, the Recreation Commission, community clubs/organizations, local businesses and the general public. Work requires significant internal and external interaction and communication.

Has access to all department-level confidential information, which requires the application of appropriate judgment, discretion and professional office protocols.

Nature and Purpose of Public Contact:

Contacts are constantly with co-workers, the public, and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; OR one-on-one contact with a person who may be under severe stress, where gaining a high degree of persuasion may be required in order to obtain the desired result. The employee may represent to the public a functional area or department of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Occupational Risk:

- ◆ Employee is regularly required to walk, stoop, sit, talk and hear; uses hands to finger, handle, feel or operate objects, tools or controls, and reaches with hands and arms as in picking up paper, books and other common office objects. Employee may frequently lift and/or move objects weighing up to 40 pounds such as equipment and supplies. Vision and hearing at or correctable to normal ranges.
- ◆ Operates computer, printer, video display terminal, calculator, telephone, copier, and all other standard office equipment, as well as a variety of recreational equipment including beach and water-maintenance equipment. Systems require excellent eye-hand coordination and finger dexterity; balancing, crouching, grasping, pulling, reaching, and stooping are required

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Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- ◆ Develops, plans, and markets all events, offerings, and activities within the Westminster Parks & Recreation and Community Center. Specifically, the Community Services Directors' focus is placed upon programs or events which utilize Town facilities such as the Community Center, Town Beach, and area recreational park sites.
- ◆ Ensures promotional materials are consistent in expressing Westminster's image and identity while addressing target market audiences. Participates in the sales and marketing of recreation programs, events, and other public related services.
- ◆ Provides in-person customer sales, meets with interested parties, gives facility tours, enrolls participants in programs and answers questions as applicable. Prepares flyers and brochures for publication, updates website with new articles.
- ◆ Monitors and provides support to recreation programs and projects on a regular basis, assists with problems when necessary. Works closely with Recreation Commission to ensure a strong array of programs and events are available to the community year-round. Assists in the planning and implementation of recreation offerings to support the Town and Recreation Commission's goals. Assesses needs of the community, identifies problems, and makes recommendations to improve services.
- ◆ Provides staff support to the following public services as needed: Agricultural Commission, Crocker Pond Recreation Area Committee, Hager Park Commission, Community/Senior Center and Open Space Committee (this list is subject to change)
- ◆ Assures vendor contracts are in place for special events, classes, and 3rd party programs. Works closely with staff to assure all hiring policies and procedures are being followed including background checks, onboarding, required trainings, etc.
- ◆ Collaborates with and provides input to the Council on Aging, Agricultural Commission, Crocker Pond Recreation Area Committee, Hager Park Commission and Open Space Committee to further the Town's recreational and social offerings. Assist Boards/Committees relative to program-related needs, offerings, budgetary decisions, and capital planning recommendations
- ◆ Oversees the Recreational Summer Day-Camp Program, serves as Director for the Summer Camp program and assists other seasonal staff, including beach workers, with the operation of the Town's Public Beach and recreational areas.
- ◆ Participates in seasonal/temporary hiring processes, staff evaluations and resolves issues as necessary.
- ◆ Oversees media and website presence of Council on Aging, Parks and Recreation, Agricultural Commission, Crocker Pond Recreation Area Committee, Hager Park Commission and Open Space Committee; assures department websites are updated, accurate, and active.

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- ◆ Assists in the maintenance planning and overall functionality of Community Center, Town Beach and other Town owned park, indoor and outdoor areas. Participates heavily in large-scale Capital Planning related to recreational facility and park acquisitions and improvements including design, funding strategies, project advocacy and management.
- ◆ Assists in developing cooperative working relationships with local service organizations, community groups, youth sports leagues, businesses and other departments including the Ashburnham Westminster Regional School District.
- ◆ Attends monthly Parks and Recreation Committee meetings to report on areas of responsibility; schedules meetings, sets agendas, takes meeting notes and creates official meeting minutes for posting. Attends meetings of other boards/committees as needed to assist in program development, seasonal hiring, budgetary discussions, etc.
- ◆ Performs special projects and related responsibilities as initiated and requested; regular attendance at the workplace is required.

Recommended Minimum Qualifications

Education and Experience:

Bachelor's degree in Recreation Administration or related field; at least five years of experience in recreational management in a municipal setting, including at least three years in a supervisory capacity in a recreation or park setting; or any equivalent combination of education, training and experience, which provides the requisite knowledge, skills, and abilities for this job.

Special Requirements:

CPR, AED and First Aid Certified

Massachusetts Class D motor vehicle operator's license.

Knowledge, Abilities and Skills

Knowledge:

Extensive working knowledge of the principles and practices of the recreation industry, its mission, program alternatives, their benefits and requirements and group dynamics. Thorough knowledge of and proficiency in the care of recreation facilities, the use of recreation equipment, materials, tools, and other department resources. Knowledge of State Regulations, as directed by the Board of Health. Knowledge of the State Procurement Law.

Abilities:

Ability to deal effectively and diplomatically with other government agencies, other Town employees, and the general public. Ability to supervise and evaluate the work of subordinates and to recognize problems and issues with both staff and program participants. Ability to motivate staff including seasonal employees. Ability to communicate clearly and concisely, both orally and in writing. Ability to network with the public and private sector. Ability to handle multiple priorities, problems and demanding situations.

Skills:

Good public speaking and presentation skills. Strong budgetary and financial management skills. Strong marketing and business administrative skills used in identification, implementation and assessment of community recreational programs, their effective presentation and generation of revenues to cover operating costs as planned.

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Physical and Mental Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands:

Employee is regularly required to walk, stoop, sit, talk and hear. Must be able to manipulate objects, tools, or controls, and reach as in picking up paper, books and other common office objects.

Minimal physical effort generally required for work performed in the office. Moderate to strenuous effort required in the field; may be required to lift equipment up to forty pounds.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

The Town of Westminster is an Equal Opportunity Employer

