

CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Manager, Community Services	BAND/LEVEL:	MGT III
DEPARTMENT:	Planning and Development Services	JOB NO:	152 (2390)
DIVISION:	Community Services	DATE:	03/16/2021
REPORTS TO:	Director, Planning and Development Services	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	605
REPLACES:	Manager, Community Planning and Services	LAST REVISED:	10/05/2018

JOB SUMMARY STATEMENT: Serves as manager of the Community Services Division with responsibilities for property code enforcement including interior and exterior property maintenance and rental licensing, zoning code enforcement, food service establishment inspections.

DUTIES AND RESPONSIBILITIES:

1. Manages the Community Services Division by providing verbal and written guidance and direction, including the development of work programs and budget, for division staff engaged in property code enforcement including interior and exterior property maintenance and rental licensing, zoning code enforcement, and inspections of food service establishments, pools, trash haulers and massage businesses.
2. Prepares and manages budget for the Community Services Division.
3. Develops or oversees the development of all new and modification of existing Community Services Division policies and procedures.
4. Reviews current practices and recommends changes for efficiency and effectiveness and ensures compliance with related laws and ordinances.
5. Communicates extensively with elected and appointed city officials, senior management and other city staff, other agencies and the public in policy development, interpretation and implementation.
6. Provides direct guidance to the Supervisor of Administrative Support and Supervisor(s) of Code Compliance.
7. Develops work program for the Community Services staff. Discusses and reviews identified work tasks with the Community Development Committee and staff members.
8. Oversees the completion of all work tasks of the Community Services staff.
9. Coordinates with the appropriate supervisor the work activities of Food Service Inspection Program, the Property Maintenance Compliance Program, the Rental Licensing Program and the associated administrative functions of the division. Reviews and evaluates completed work tasks with the appropriate supervisor.
10. Participates in emergency management operations for the City, as requested.

11. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with which interaction is required to accomplish work and employer goals.
12. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
13. The above duties and responsibilities include those tasks, physical and mental requirements, visual requirements, unique physical surroundings and mental/cognitive requirements listed in the Position Description Questionnaire and Task Analysis Worksheet.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Bachelor's degree in planning, community development, building sciences, engineering, public administration or related field.

EXPERIENCE:

- Seven years of experience in planning, community development, code enforcement, and/or neighborhood organizing, building sciences or combination thereof, with two or more years of supervisory experience.

SKILLS:

- Excellent oral and written communications skills.
- Excellent supervisory skills.
- Excellent analytical skills.
- Group presentation and meeting facilitation skills.

MENTAL REQUIREMENTS:

- Ability to read and comprehend City, state, and federal regulations.
- Diplomacy and judgement.
- Ability to work under distracting conditions.
- Ability to access situations and make recommendations.
- Ability to adapt to a changing environment.
- Abstract and logical reasoning.
- Ability to train and guide others.

PHYSICAL REQUIREMENTS:

- Ability to travel locally or outside of the state.
- Ability to sit or stand for extended periods of time.
- Data entry skills.
- Ability to make and receive phone calls.
- Computer software skills to process daily work.
- Ability to speak to an individual or group for an extended period of time.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- **Direct:**
 - Supervisor, Administrative Support.
 - Supervisor(s), Code Enforcement.

- **Indirect:**
 - Code Compliance Officer(s) I.
 - Code Compliance Officer(s) II.
 - Code Compliance Officer(s), SR.
 - Customer Service Representative, SR.
 - Customer Service Representative(s).
 - Administrative Clerk (part-time).

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.