



CAMARILLO HEALTH CARE DISTRICT

Community Services Manager

Salary \$66,560.00 - \$89,440.00 Annually

Job Type: Full-Time Regular

Department: Community Services & Facilities

Closing: Continuous until filled

Under general supervision of the Chief Administrative Officer, this position oversees all aspects of customer satisfaction with regard to the District's community relations and outreach, education services, customer service, front reception services, and facility use services. Duties include, but are not limited to, supervising assigned personnel, training and mentoring personnel, developing and overseeing electronic outreach and social media, developing and overseeing the customer service team (Resource Specialists) and facility personnel, developing and nurturing positive relationships with clients, vendors, volunteers, donors and general public, oversee and train in appropriate vendor utilization and contract management. This position will develop ways to ensure maximum enrollment and participation levels to accomplish stated revenue goals through the following, including but not limited to, effective budgeting, service component development and customer service.

Examples of Duties:

- Oversee daily interaction with clients, responding to inquiries and directing to appropriate services.
- Manage, train and supervise reporting staff in keeping with District culture and policies and procedures.
- Oversee all aspects of customer service, including but not limited to, overseeing safe and appropriate facilities, developing hospitality protocols with regard to client use of facilities, fostering customer satisfaction, and developing education services in alignment with strategic plan.
- Develop and manage community outreach efforts, develop and manage social media, website and electronic presence, and related tasks
- Supervise personnel in the ongoing and/or necessary maintenance and security of District facilities, in compliance with any/all applicable laws, regulations, rules and policies.
- Supervise personnel in interfacing with vendors and contractors, as appropriate and requested.
- Oversee and ensure compliance with any/all applicable laws, regulations, rules and policies when contracting with appropriate individuals to provide the following, including but not limited to, community education services and programs, maintenance, grant programs, and general services,
- Ensure compliance with any/all applicable laws, regulations, rules and policies with regards to personnel management.
- Supervise personnel in volunteer services and community education services to align with strategic plan
- Supervise personnel in facilitating any/all short-term facility use/lease and/or rental agreements of District facilities, in compliance with any/all applicable laws, regulations, rules and policies.
- Supervise personnel in maintaining appropriate supplies for the daily operation of the District.
- Supervise personnel in managing District storage facilities, including but not limited to, monitoring items prepared for storage, tracking and maintaining appropriate inventory of stored items in accordance with policy, managing retrieval requests, transporting or arranging transport to/from

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storage, and similar functions to maintain the orderly and appropriate storage of property and records.

- Develop, oversee, and maintain departmental budget(s).
- Prepare and submit monthly reports, work project summaries, statistical reports and other written work as requested, required and/or assigned.
- Develop and maintain manuals, forms, and handbooks for the efficient and effective operation of this department.
- Develop and maintain accurate files for the appropriate facilitation of all programs and services in this department.
- Work in cooperation with other staff and volunteers; maintain positive, effective communications with Supervisor and co-workers.
- Interface with other Program Managers to keep abreast of activities, needs, and issues as it relates to customer satisfaction and service
- Participate in appropriate external training.
- Maintain skills to appropriately operate standard office equipment.
- Perform other duties as assigned.

Qualifications:

Education:

BA/BS degree in sociology, psychology, public relations, journalism, business, economics, and similar preferred. Must be proficient in MS Office, MS PowerPoint, MS Excel, MS Access, MS Publisher and/or other design software.

Training and Experience:

7+ years in customer service; 5+ years in supervisory experience in office, service industry, customer satisfaction and customer service settings. Working knowledge and sensitivity to persons with special needs and/or chronic health conditions. Experience in public agencies preferred. Experience in event planning, public relations experience strongly preferred. Ability to translate skills to other employees through training and mentoring. Must have excellent communication skills and be able to communicate effectively both verbally and in writing. Must be proficient with Microsoft Office Suite and other common office applications. Working knowledge of computer functions and programs; must type at least 30 WPM.

Requirements: Means of transportation.

The District also offers an attractive benefits package, including:

- California Public Employees' Retirement System (CalPERS). Medical insurance plans offered through the CalPERS Health Program.
- Vacation & Sick Accrual
- CalPERS 457 Deferred Compensation plan
- Holidays: The District observes 11 holidays per year.
- Life Insurance

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BACKGROUND INVESTIGATION: A thorough pre-employment, post-offer background investigation, which may include inquiry into past employment, education, criminal background information and driving record, is required for this position.

For further information about this recruitment, please contact Sonia Amezcua by e-mail at samezcua@camhealth.com or telephone at (805) 388-1952 ext. 125