

NEW CASTLE COUNTY GOVERNMENT

Number 0493


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CLASS SPECIFICATION

Date 06/30/15

Title: COMMUNITY SERVICES WORKER IV

Approved:



GENERAL STATEMENT OF DUTIES: Performs advanced supervisory, skilled or technical work performing various assignments and duties within the Department of Community Services; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs at a higher level of skill than a Community Services Worker III providing assistance to the Department of Community Services as a Barn Worker, Library Program Coordinator, Recreation Coordinator, Senior Center Driver or Front Desk Receptionist & Facility Monitor. Work is performed independently with no direct supervision, or under general supervision.

EXAMPLES OF WORK: (Illustrative only)

- Supervises staff and volunteers;
- Enforces safety rules and regulations;
- Oversees the maintenance and operation of designated areas, coordinating use;
- Orders necessary repairs to facility or vehicle, supplies and equipment;
- Recommends budgets and expenditures for maintenance and operation of a program or facility;
- Maintains files, types, answers telephones, runs errands, delivers messages, and performs front desk activities;
- Assists with the performance of special projects;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer or other related equipment in the course of the work;
- Works days, evenings, weekends and holidays

Barn Worker

- o Cares for horses and various animals as follows: waters, measures, mixes and apportions feed and feed supplements according to feeding instructions;
- o Feeds appropriate amounts of hay as specified;
- o Maintains horses and livestock with total hygiene care per instructions;
- o Cleans stalls and water buckets and adds fresh hay as instructed;
- o Restocks hay and straw in appropriate areas;
- o Turns horses out and brings them in from the pasture;
- o Unloads and stores feed and supplies;
- o Cleans saddles and bridles and other related riding equipment and checks for defects;
- o Cleans and sweeps barn aisle;
- o Prepares horses for public riders by grooming and properly tacking them up as needed for the event;
- o Requires the ability to lift 20 to 30 pounds on a regular basis;
- o Requires the ability to lift 50 to 60 pounds occasionally;
- o A valid class D driver's license is required to drive farm vehicles (truck, gator) as needed.

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Library Program Coordinator:

- Supervises Library Programming Assistant;
- Performs outreach efforts;
- Coordinates programming among New Castle County Libraries;
- Facilitates programming partnerships with outside agencies;
- Coordinates county-wide library marketing plan;
- Works with library staff to ensure programming meets defined goals and objectives;
- Assists at public meetings;
- Completes program planning and evaluation guide for library programs;
- Sets up rooms for programs;
- Manages the requisition process and monitors library program budget;
- Requires work on a computer.

Recreation Coordinator/Head Counselor:

- Leads and directs specialized sports & recreation activity or venue;
- Oversees subordinate community services workers;
- Assists with development of policies and procedures for programs and facilities;
- Maintains discipline and safety at facilities;
- Assists at various meetings (league, program, etc.) and player disciplinary hearings;
- Helps collect fees, fines, and roster materials from participants;
- Monitors lighting systems, activities and schedules at indoor/outdoor athletic, equestrian, and recreation facilities;
- Conducts award ceremonies at championship playoff games and special events;
- Maintains complex program statistics and records for leagues(s) and programs;
- Provides program statistics and updates to various media outlets, team managers, the department and private webmasters;
- Monitors quality and inventory of sports and recreation supplies and equipment;
- Assists with investigation of accidents and/or unsafe conditions;
- Mediates confrontations between program participants, players and officials and assists with investigation of misconduct;
- Oversees safety and behavior of spectators and participants;
- Makes on-site decisions to conduct or cancel activity during periods of inclement weather;
- Reschedules postponed games and coordinates officiating assignments;
- Helps to enforce New Castle County Park Policies and Ordinances.

Senior Center Driver:

- Drives bus requiring commercial driver's license;
- Assists clients with boarding and exiting the vehicles;
- Carries packages for the clients;
- Places walkers and canes on/off bus;
- Assists at the senior center where needed;
- Does basic maintenance for vehicle.

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Front Desk Receptionist/Facility Monitor:

- Answers customer inquiries both in person and via telephone;
- Sorts all incoming mail and date/time stamps all mail for various programs such as Section 8, NSP, CDBG, Camps, Summer Youth;
- Updates information and packets;
- Stuffs and mails bulk letters, packets, etc.;
- Maintains public bulletin board for all New Castle County employment notices;
- Reads and cuts out Department-related articles from daily newspaper;
- Assists staff with security at various Community Services locations;
- Enforces established safety rules and regulations;
- Maintains order;
- Monitors property to guard against theft of and vandalism to personal and county property;
- Assists with investigation of accidents and/or unsafe conditions;
- Completes appropriate reports as required;
- Coordinates security activities with enforcement agencies when needed.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of the rules and regulations of the area to which the employee is assigned; ability to supervise others; ability to communicate courteously and effectively, both verbally and in writing; ability to maintain records and prepare written reports; dependability; ability to efficiently use a personal computer with various computer software programs such as word processing and spreadsheets.

MINIMUM QUALIFICATIONS: At least three (3) years of experience in work related to the duties to be performed (experience must have been at the supervisory level if the duties of the position require supervision) and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities. Preference may be given to applicants who are bilingual in Spanish and English.

ADDITIONAL REQUIREMENTS: Possession of a valid Delaware Class D driver's license or its equivalent, or commercial driver's license Class B (CDL) if it is required of the duties of the position. Must pass a Class III County physical examination if required of the duties of the position. Must pass a drug screening and criminal background check.

HISTORY OF REVISIONS:

Established: 12/20/05
Revised: 04/16/14
Revised: 06/30/15