



Apply to join the Redwood City team as a:

## COMMUNITY SERVICES MANAGER FOR HUMAN SERVICES

(Parks, Recreation & Community Services Manager)

**\$153,670 - \$184,371 Annually**

**(\$12,558 - \$15,364 Monthly)**

**Open:** June 11, 2025

**Closes:** July 2, 2025, at 11:59 PM

### ABOUT THE CITY

We offer a wide range of meaningful career opportunities with potential for growth, training and development, competitive salaries, flexible work schedules, paid time off, and robust benefits. The Redwood City team is guided by *excellence, integrity, service, collaboration, inclusion, and innovation*. Inherent in these values is a great organizational culture based on trust, strong and supportive leadership, respect, risk-taking, empowerment, and effective communication.

The community is known for its inclusivity, strong engaged neighborhoods, and civic pride. The City works diligently to maintain positive and productive relationships with community partners, together providing outstanding services, programs and opportunities for residents and businesses. This mix of tradition and progress, community and diversity, makes Redwood City an extraordinary place to work and call home. If you're looking to grow your career as a part of a hard-working and fun Parks, Recreation and Community Services Department team that fosters innovation, creativity and collaboration, we hope you'll apply.



### City of Redwood City's Core Values



### About the role:

The **Community Services Manager for Human Services** is responsible for managing the Fair Oaks Community Center (FOCC) and administering a number of financial assistance programs for local residents, as well as basic emergency and safety net services such as food, transportation, shelter referrals, housing assistance, and client advocacy. FOCC serves as one of eight core agencies in San Mateo County who work in close collaboration with the County Human Services Agency to provide vulnerable individuals and families in Redwood City and North Fair Oaks with much needed support to stabilize their living situations through a robust Information and Referral program. FOCC also serves as a designated entry point for the Coordinated Entry System for people experiencing homelessness in San Mateo County to access shelter and other resources.

The Community Services Manager for Human Services also oversees more traditional community center functions, providing room rentals for private events as well as free meeting space for nonprofits and community-based organizations. The Community Services Manager supports and interacts with a significant number of partner agencies who deliver services through FOCC. The facility includes both an Older Adult Activity Center run independently by Peninsula Family Services and a Child Care and Early Development Program. Other services delivered on site by partners include immigration and citizenship services, ESL classes, tenants' rights clinics, mobile shower and laundry services, a mobile health van, and more. The Community Services Manager negotiates, prepares, manages, and monitors contracts and agreements with service providers and community agencies, ensuring effective program delivery and inter-agency coordination.

- Questions? Read hiring process [FAQs](#), or reach out via email to [ecorona@redwoodcity.org](mailto:ecorona@redwoodcity.org). •

This position also provides leadership to inter-departmental and inter-agency collaborative projects including the OYE Latinx Youth Conference, the Redwood City/San Mateo County Toy and Book Program, the bi-annual San Mateo County Homeless One Day Count, and other critical community projects as they arise.

Please review the detailed job description for Parks, Recreation & Community Services Manager [here](#), which includes more information on the essential duties, knowledge, skills and abilities for this position.

### Ideal candidate:

The ideal candidate will have a strong background in managing Human Services functions within a municipal government or nonprofit organization. They will demonstrate the ability to lead and support teams in dynamic, fast-paced environments while fostering and sustaining diverse community partnerships.

This role requires confident public engagement, including presenting to City Council, boards, commissions, committees, and at public meetings.

Additionally, the role involves researching, applying for, and administering grants and other funding opportunities. This includes preparing applications, developing budgets, managing awarded funds, and ensuring compliance with all reporting requirements. Experience in grant management is a definite asset, and bilingual proficiency in Spanish and English is highly preferred. We welcome and encourage all qualified individuals to apply.

### What you'll do, at a glance:

- Plan, Direct, and supervise the work of employees in the Fair Oaks Community Center.
- Implement principles, and practices of program administration including budgeting, purchasing and personnel management
- Coordinate assigned functions and programs with other City departments as well as outside agencies (public, private and non-profit agencies in the community)
- Hire, Supervise, train and evaluate the work of personnel.
- Plan, supervise and evaluate the work of independent and/or general contractors as assigned
- Oversee, coordinate and implement work procedures for assigned work units or division (such as community outreach, community center programs and services, emergency safety net services and homeless prevention)
- Evaluate work progress, resolve work problems and determine additional needs on an on-going basis.
- Collect and analyze information; complete and maintain a variety of records and reports
- Perform other duties as assigned.

### Minimum Qualifications:

A combination of experience, training and education that has prepared you to have the knowledge, skills and abilities to succeed in this position. Examples of potential backgrounds may include:

- Experience: Three (3) years of increasingly responsible experience the delivery of community services, with two (2) years of supervisory experience .
- Bachelor's degree from an accredited college or university with major course work in social work, behavioral science, social science, public policy, business administration or related field.
- Possession of, or an ability to obtain, a valid California Driver's License

### Perks and Benefits:

- **Eligible for merit-based salary increases** – ranging from 4% to 7% at months, and annually thereafter, depending on performance.
- **Pension membership in the [California Public Employees Retirement System](#) (CalPERS)**  
New members join 2% at age 62; current members join 2% at age 60.  
For those unfamiliar with CalPERS:
  - It's the largest retirement pension system in the United States.
  - When you retire, CalPERS pays you a percentage of your salary for the rest of your retirement.
  - Your retirement benefit is based on your retirement age, years of service, highest salary, and other factors.

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- You don't have to stay with one employer for your entire career in order to keep earning towards your pension. The nearly 3,000 employers in California who participate in CalPERS, including a majority of California public agencies, school districts, charter schools, and the State of California.
- The City does not participate in Social Security
- **Health, Dental & Vision Insurance for you and your family** – Choose from a range of HMO, PPO and EPO options. The City pays 90% of the health insurance premium, up to \$2,461.99 per month in 2025, and 90% of dental and vision premiums.
- **Employee Assistance Program** – Obtain a range of supportive services, including free counseling.
- **Generous Paid Time-Off**
  - Vacation leave – 10 to 25 days per year, depending on years of service
  - Sick leave – 12 days per year
  - Paid holidays – 15 days per year
- **Free Fitness Center Access at City Facilities**
- **Flexible Spending Account (Section 125)** – Use pre-tax dollars to pay for health insurance premiums, dependent care, medical expenses and commuter expenses.
- **Commuter Benefits** – City matches \$100/month on commuter expenses for public transit use.
- **Education Reimbursement** of \$2,000 annually. \$2,000 may be used for courses taken as a part of a degree program. Up to \$1,000 may be used for job-related professional development classes outside of a degree program.
- **Deferred Compensation (457)** – The City contributes 2% of your salary to a deferred compensation plan.
- **Life Insurance** – Policies available equal to one and one-half times the employee's annual salary, at a 60/40 premium split between the City and employee respectively.
- **Long Term Disability Insurance** – The City pays the full cost of the basic rate, up to a \$3,000 maximum monthly benefit. A buy-up option paid by the employee is available, for a total maximum monthly benefit of \$6,000.

## The Fine Print

- Those who best meet the qualifications and requirements for the position will be invited to participate in the selection process.
- Oral board interviews will be conducted in person on Tuesday, July 22, 2025.
- Prior to appointment, candidates will be required to pass a background check (at no cost) including criminal history, DMV, a DOJ fingerprint check, and reference check. Reference checks will be conducted in close coordination with the candidate.
- Candidates with a disability which may require special assistance in any phase of the application or selection process should advise HR prior to or upon submittal of application by contacting Erica Corona at [ecorona@redwoodcity.org](mailto:ecorona@redwoodcity.org)
- Provisions in this document may be modified or revoked without notice.
- Redwood City is proud to be an Equal Opportunity Employer.

## Supplemental Questions

The supplemental questionnaire is a key component of your application and will be used to assist us in evaluating your qualifications, background, analytical ability and writing skills. Applications without answers will not be considered complete. There is not a strict minimum or maximum word count, and we encourage you to submit thoughtful and complete responses. As a rough guide with regard to maximum length, we anticipate that candidates should easily be able to answer all three questions without going beyond a combined total of 1,400 words.

1. Describe the professional experience, education, training, knowledge, skills or abilities that have prepared you for this position. Please be sure to include information on team size, work scope and accomplishments.
2. Describe a time when you led or participated in a cross-organization project. What was your role? How did you handle any challenges related to the project, and what was the outcome?
3. Describe an experience where you led a team through a significant challenge or change and share what you learned from that experience.

**Interested in joining the Redwood City team?**

**Submit your application via [www.CalOpps.org](http://www.CalOpps.org) by July 2, 2025**

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