

MAJOR FUNCTION

This is responsible managerial work assisting in directing the operations of the Neighborhood and Community Services Department under the administrative direction of the Director-Neighborhood and Community Services. Considerable independent judgment, discretion and initiative are exercised in carrying out daily operations with efficiency and effectiveness. Work is reviewed through reports, conferences, observations, analyses of reports and recommendations, and by results achieved.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Manages a considerable variety and volume of professional work related to City service centers, senior services, animal services, neighborhood services, community revitalization, human services, and code enforcement. Assists the director, as needed, with activities related to housing inspection, housing relocation and other housing related projects and issues. Assists the director in managing the activities of the department by preparing the budget for ten divisions, developing goals, objectives, policies and procedures. Directly supervises six of the ten divisions and assists in the selection, training, and supervision of all departmental personnel. Assumes responsibility for the department in the absence of the director. Develops quality and productivity improvement capabilities to improve services and effectiveness. Coordinates and reviews work activities and programs of the department. Assists in the promulgation of necessary Neighborhood and Community Service Department rules and regulations. Coordinates meetings and programs for various community groups and organizations. Makes procedural and operational recommendations to the director. Assists in the identification of and modification to Citywide and Neighborhood and Community Services department rules, regulations, codes, administrative procedures, etc., that impact service delivery, program services, or customer service. Recommends the hire, transfer, layoff, recall, promotion, discipline or discharge of employees. Conducts performance evaluations, and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties:

Attends and participates in conferences and meetings of City officials, City Commissioners, other government agencies, businesses, and community groups, as assigned. Investigates and adjusts personnel problems that may arise. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of modern techniques, methods, procedures, principles, and practices of all phases of community program service delivery and improvement. Thorough knowledge of personnel, finance, general office and business administration, and the ability to apply them. Considerable knowledge of the principles of supervision, training and performance evaluation. Considerable knowledge of negotiation principals and practices. Ability to plan, direct, supervise, coordinate, organize, and inspect community programs and activities. Ability to prepare complex analytical, financial, statistical, administrative, technical reports and construction and cost records. Ability to plan, assign, instruct, review, and evaluate work assignments of technical and professional personnel. Ability to address civic organizations or other public or private groups on subjects relative to Citywide and Neighborhood and Community Services programs, services and projects. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to prepare, develop, and present community service and improvement plans and programs. Must possess exceptional negotiation skills. Demonstrate interpersonal facilitation and communication skills. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience:

Possession of a bachelor's degree in business or public administration, urban and regional planning, sociology, or a related field and five years of professional and administrative experience that includes neighborhood or community development programs, community improvement programs, social service programs, public education programs, public safety or public involvement programs; or an equivalent combination of training and experience. Two years of supervisory experience is required and may be part of the required experience or another portion of the applicant's work history.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Established: 07-01-86

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