

JOB TITLE: Coordinator, Neighborhood

JOB CODE: 29.01

GRADE: 19

CLASSIFICATION: Exempt

PURPOSE OF THE POSITION: Works with City staff, neighborhood residents, and community members to identify and resolve neighborhood issues, empower neighborhoods and individual groups to enhance their quality of life, and to assist in building the City's organizational capacity to work with neighborhoods.

MINIMUM QUALIFICATIONS: A Bachelor Degree from an accredited college or university with major course work in Planning, Education, Communications, Public Relations, Public Administration, or a closely related field, plus three (3) years of experience in public relations, public administration, or other problem solving environment; or the equivalent in education, training, and experience, which would provide the necessary knowledge, skills and abilities.

SPECIAL REQUIREMENTS:

- Thorough knowledge of modern techniques utilized in program research, development, and implementation.
- Thorough knowledge of state, federal and private economic and urban development agencies and programs.
- Working knowledge of department goals, objectives, programs, and services.
- Working knowledge of community resources and development needs.
- Working knowledge of methods and procedures used in processing grant applications.
- Knowledge of the geographical area and demographics of neighborhoods within the City, including the ability to read and understand density maps, land use data information, growth management plan., etc.
- Knowledge of City Codes and State planning laws and knowledge of theories, principles, and practices of urban planning.
- Ability to coordinate the delivery of City services to meet citizens needs, through interface with other City departments.
- Ability to communicate effectively, both orally and in writing.
- Ability to plan, market, promote and coordinate neighborhood meetings, neighborhood conferences, and training and technical assistance workshops.
- Ability to identify neighborhood needs and potential solutions, and to plan, manage and evaluate neighborhood outreach programs and activities.
- Ability to establish and maintain effective working relationships with City Departments, elected officials, neighborhood leadership and residents, area businesses, and community and social services agencies, including the ability to remain calm under pressure and deal with angry, frustrated or confused residents.

ESSENTIAL FUNCTIONS:

- Encourages and supports formation of neighborhood associations.
- Participates in implementation strategies of approved neighborhood plans.
- May assist neighborhood groups with writing grant applications.

- Using established principles of total quality management, forms and participates in teams to interact with neighborhoods in the identification and solving of problems.
- Participates in teams formed to coordinate focusing of various programs such as police neighborhood watch, Housing and Community Development, street trees, sidewalks, code enforcement, etc.
- Works with City employees, citizens, and community groups on a variety of special projects and events.
- Communicates with neighborhood groups, neighborhood liaisons, City employees and community members; helps develop strategies to enhance information flow and citizen participation.
- Assists individuals and neighborhood groups with resolution of issues; serves as point of contact, providing information and recommendations; assists groups to effectively utilize established processes to resolve problems; acts as mediator and group facilitator in a variety of situations; on occasion, facilitates neighborhood meetings for Planning and Redevelopment Department staff.
- Makes recommendations to the Director, Neighborhood Partnership Office regarding neighborhood policies, budgets, programs, and events.
- Encourages residents to volunteer their time and talent for active participation in neighborhood improvements, programs and events.
- Participates in budget preparation and administration; prepares monthly activity reports, quarterly and annual reports reflecting program achievements; and monitors budget expenditures.
- Gathers, analyzes, and distributes data necessary to build capacity in neighborhood organizations through partnerships, grants, and foundation funding, enabling neighborhood organizations to have financial, labor, and in-kind resources to complete neighborhood improvements.
- Plans, promotes, and administers neighborhood outreach programs and services designed to maintain the quality of life in City neighborhoods, including providing information on forming neighborhood associations, assisting neighborhoods in setting goals and objectives, and utilizing City and community agency resources.
- Consults with and advises City departments, elected officials, and community organizations regarding issues, concerns, and potential solutions to neighborhood concerns, issues, and problems.
- Works collaboratively with various groups of people using Total Quality Management principles.
- Participates in the Development Review Committee process from the neighborhood perspective.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that would be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

PUBLIC CONTACT: Public contact is a critically important aspect of the duties and responsibilities of this position. Contacts are of a wide range and variety and involve persons prominent in both the public and private sectors, i.e., Federal, State, City and County officials, the media, developers, business owners, neighborhood residents, City Department Heads, civic groups

and many more. Contacts are for the purpose of obtaining and furnishing information, providing interpretations and explanations, responding to complaints, etc.

SUPERVISION RECEIVED: Receives guidance and direction from the Director, Neighborhood Partnership Office, who is available to answer questions and provide assistance on highly complicated situations. Otherwise, work is performed on the basis of the incumbent's own initiative, judgment and decision.

SUPERVISION EXERCISED: This position supervises a small staff on special projects.

PHYSICAL REQUIREMENTS: This is sedentary work requiring limited physical effort. May be required to exert a negligible amount of force constantly to move objects. Position requires visual acuity for reviewing, checking and maintaining written and computer files. Worker is required to have sufficient hearing to accurately receive information at normal spoken word levels. Manual dexterity to operate standard office data entry and word processing equipment is required.

ORGANIZATIONAL STATUS: Under the direction of and responsible to the Department Head or designated representative.