

MAJOR FUNCTION

This is very responsible, independent professional and administrative work of considerable difficulty formulating and implementing the City's policies, programs, and detailed plans for neighborhood strategic projects; and acting as liaison with other governmental agencies, private entities, educational organizations, businesses, and corporations that contribute to formulating and implementing these plans. An employee in this position must exercise considerable judgment in technical planning matters and customer service relating to the city's neighborhoods. This employee serves as the primary conduit for the resolution of complaints and concerns of neighborhood representatives. General direction is received from a higher-level administrator and work is reviewed through conferences, analysis of reports, recommendations, and through evaluation of results obtained.

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

Assists in formulating and implementing the City's policies, programs, and detailed plans for neighborhood strategic projects. Serves as the City's liaison to neighborhoods, other governmental agencies, private entities, educational organizations, businesses, and corporations in executing approved neighborhood programs, projects, and initiatives. Conducts research on various neighborhood activities or issues; writes and develops policy proposals for neighborhoods, management strategies, and recommendations and technical reports. Executes a wide variety of neighborhood planning and other planning-related tasks in conjunction with potential or selected projects and coordinates the efforts of City staff and community agencies concerned with affiliated planning activities. Conducts assessments of specific sites or project proposals for suitability. Makes recommendations for inclusion of acceptable projects in neighborhood strategic plans. May be assigned to serve as lead worker for designated projects/programs in developing plans, directing assignments, and training co-workers, temporary employees, and volunteers to implement specific program elements. Compiles and analyzes research data and prepares status reports and other documents necessary to clarify, justify or support program initiatives. Provides necessary data and reports to a higher-level administrator for strategic planning purposes or final action decisions. Develops and recommends implementation of quality and productivity improvement capabilities to improve services and their effectiveness to neighborhoods. Maintains contact with designated neighborhood organizations and relays their concerns to applicable City management. Represents the City Commission, Executive Team and the department at neighborhood and community meetings. Works with staff and coordinates with other City departments in the development of structured programs to regularly publicize and disseminate information to the public regarding selected activities, meetings, policies, issues, actions, services, and programs. Investigates complaints or requests from program/service users and guides staff in resolution of same. Reviews and recommends revisions to operational procedures. Serves as an advocate for citizens/neighborhoods in resolving general government and utility-related inquiries and concerns. Performs related work as required.

Other Important Duties

Assists other Parks, Recreation and Neighborhood Affairs divisions with planning related duties. Assists in maintaining the Neighborhood Association Master List and uses an automated system to map the geographic boundaries of all registered neighborhood/homeowner associations in the city/county. Provides input for the preparation and administration of associated program and project budgets. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the principles and practices of comprehensive planning, neighborhood strategic planning and urban redevelopment. A degree of familiarity with the City's organization, and

its functions, services, ordinances, policies, and procedures. Ability to administer and participate in complex planning studies and to analyze information and formulate substantive recommendations. Ability to develop and coordinate citizen/neighborhood participation programs. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to deal tactfully and effectively with the general public, City officials, the news media, and volunteers. Ability to write clear and concise reports, memoranda, directives, and letters. Ability to exercise independent judgment and creatively resolve complex problems in accordance with ordinances, rules, established procedure and departmental policies. Ability to communicate effectively both orally and in writing. Ability to ascertain facts from personal contact, observations, and examination of records. Demonstrates interpersonal facilitation and communication skills. Skill in the use of microcomputers and their associated programs and applications.

Minimum Training and Experience

Possession of a bachelor's degree in public administration, urban and regional planning, social work (macro social work), economics, business administration, non-profit management, sociology or a related field and two years of professional program planning and development project management and/or implementation experience in urban, community/neighborhood development activities, neighborhood revitalization, or neighborhood services; or an equivalent combination of documented and verified training and experience in neighborhood planning, community organizing or project management. A master's degree can substitute for one year of the required experience.

Necessary Special Requirements

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

Established: 10-11-99
Revised: 01-04-00
03-20-00
10-01-03*
04-30-08
04-27-09*
02-28-18
02-22-22
08-22-23