

NEIGHBORHOOD OUTREACH DIRECTOR

JOB DESCRIPTION

Classification Responsibilities: The Neighborhood Outreach Director performs responsible administrative and supervisory work directing the City's Neighborhood Outreach Program which includes: establishing and facilitating community self-help planning and problem-solving processes and activities leading to satisfactory resolution of neighborhood/citizen challenges and concerns; internal and external liaison activities involving internal education, public presentations, and training; interaction with elected officials, City management, and other City employees; and interaction with other governmental authorities, and representatives of citizen and community organizations, school districts, corporations, and service provider agencies. In addition, the employee manages the day-to-day operation of the division, which includes supervising professional-level staff, preparing, monitoring, and administering the division's annual budget, and making policy recommendations. The Neighborhood Outreach Director is expected to exercise considerable initiative, judgment, discretion, and independence of action in accomplishing program objectives, and is held responsible for the effectiveness of division operations. This class performs related work as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Supervision is received from the Neighborhood Services Department Director, who reviews work through conferences, meetings, reports, and results achieved. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration or a related field. Extensive (5 + years) of progressively responsible administrative experience.

Special Requirement. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. A Master's Degree from an accredited college or university in Public or Business Administration, or a related field is highly desirable. Bilingual in Spanish/English is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public including citizens with diverse backgrounds and ethnicity, other City employees, vendors, management, contractors, public officials, citizen advisory boards, and staff and elected officials from other jurisdictions in order to complete job duties. Makes

oral presentations at public hearings, City Council meetings, and in other settings. Conducts and/or participates in public, staff, and policy decision-making meetings, as required. Prepares internal and external memos, reports on complex issues, agendas, minutes, and staff instructions to communicate effectively in performing job duties.

Manual/Physical: Reviews the work product of others to ensure compliance with standard operating procedures, federal regulations, state regulations, and other standards/guidelines. Inspects, monitors, and/or evaluates information, work-related conditions, reports/memos, and sites to determine compliance with prescribed operating, safety, or other standards, regulations, and guidelines related to neighborhood outreach services. Operates a motor vehicle requiring a standard Arizona Driver's License to attend meetings, do site visits, and attend neighborhood functions.

Mental: Plans, organizes, and directs the activities of the Neighborhood Outreach Office. Supervises and evaluates the work of staff performing a variety of administrative, professional, and field activities in support of division programs. Prioritizes and assigns work to subordinates and prioritizes own work. Coaches staff members in a team environment to work together effectively to meet division goals. Resolves procedural, operational, and work-related problems such as citizen complaints and requests for assistance, and personnel problems through facilitation, negotiation, communication, cooperative discussion, and research. Coordinates work activities and program functions such as program budgets, planning, and policy recommendations with other City departments, other cities, and other agencies. Develops divisional and other short- and long-term objectives and strategic and operational plans. Conducts research and analyzes statistical, demographic, survey, and budget/financial data to make policy recommendations, and provide information to advisory boards, City management, and elected officials. Performs financial and/or cost and performance analysis of division program area. Prepares division budgets, monitors expenditures, and assists with review of budget documents. Comprehends and makes inferences from reports, correspondence, and informational materials in order to conduct business, provide information, and perform job duties. Learns job-related material regarding operational or technical changes in division program areas, personal computer (PC) techniques and software applications, management techniques, and federal and state regulations related to program areas.

Knowledge and Abilities:

Knowledge of:

the principles and practices of public administration and management;
modern management techniques, supervisory practices, team-building techniques, and performance management/evaluation methods;
the principles and methods of budget preparation and monitoring;
municipal administrative issues;
municipal and community resources for assisting citizens/neighborhoods;
research and planning techniques, methods, and procedures;
legal requirements, processes, and procedures of various units of government;
PC and other electronic resources;
effective report writing and oral presentation techniques;
various group facilitation methods; and
mediation techniques.

Ability to:

facilitate group meetings effectively;
motivate, instruct, and coach staff members in a teamwork environment;
establish and maintain effective working relationships with City elected and appointed officials,
department managers, citizens with varying social, economic and cultural backgrounds, other
government officials; and
perform special staffing functions when requested.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

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JOB FCTN-ADM

INCREMENTS 37-200

PAY GRADE: 62

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