

## COMMUNITY SERVICES DIRECTOR

### JOB DESCRIPTION

**Classification Responsibilities:** The Community Services Director performs responsible administrative work involved in planning, managing, and directing the activities and operations of the Community Services Department, comprised of three divisions: Housing and Community Development, Neighborhood Services and Diversity, and Animal Control. Responsibilities include: developing, implementing, and managing new approaches to simplify, enhance, innovate and facilitate the delivery of the Department's services; advising City Management on the Department's initiatives, results, and strategic planning; and submitting reports and recommendations on a variety of issues. This class is also the City's official Diversity Director, acting as a liaison between the City and the community on sensitive diversity-related issues that impact City community relations; maintaining partnerships with diverse segments of the local community, regionally and nationally; and providing leadership and direction and support to the Mayor, City Council and City Management on diversity-related matters and response to related media requests. Additional duties include supervising the overall preparation and management of the Department's budget and operations and directly supervising the Housing and Community Development Director, the Diversity & Community Engagement Administrator, the Animal Control Supervisor, and the Neighborhood Services staff. This class performs related duties and functions as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. Work involves contact with other Department Directors, City Council, media representatives, community agencies, and the general public. The incumbent in this class is expected to exercise considerable judgment, initiative and independence in accomplishing the department's objectives and supervises professionals, mid-managers, and paraprofessionals. This class reports to the Deputy City Manager, who evaluates performance through conferences, reports, and results achieved. The Community Services Director may be required to work early morning, evening, and weekend hours to attend meetings or address issues. 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.** Graduation from an accredited college or university with a Bachelor's Degree in Public or Business Administration, Urban Planning, Sociology, or closely related field. A minimum of eight years of progressively responsible managerial, supervisory, and administrative experience.

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

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with a Master's Degree in Public or Business Administration or a related field is highly desirable. Bilingual in Spanish/English is desirable. Experience working with Affordable Housing, neighborhood revitalization, urban planning, or community development is highly desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with the general public including citizens with diverse backgrounds and ethnicity, other City departments, vendors, management, contractors, public officials, citizen advisory boards, reporters, staff and elected officials from other jurisdictions regarding department and diversity efforts and issues. 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. Prepares written documents such as staff reports, correspondence, and technical reports in order to convey a point, recommendation or complex issue. Makes presentations before large and small groups. Responds to electronic and print media representatives in order to explain policy issues.

**Manual/Physical:** Reviews the work product of others to ensure compliance with standard operating procedures, federal regulations, state regulations, and other standards/guidelines. Inspects work-related conditions and community outreach events to determine compliance with prescribed operating, safety, or other standards, regulations, and guidelines related to neighborhood outreach services. Monitors and/or evaluates staff work and reports. Operates a motor vehicle requiring a standard Arizona Driver's License to attend meetings, and meets with citizens relating to or concerning neighborhood, housing, animal control, and diversity related issues. Meets scheduling and attendance requirements.

**Mental:** Plans, organizes, and directs the activities of assigned department. Supervises and evaluates the work of staff performing administrative, professional, and technical work. Prioritizes and assigns work to personnel and prioritizes own work. Resolves procedural, operational, and other work-related issues such as citizen complaints and requests for assistance, and personnel issues through research, facilitation, negotiation, communication, and cooperative discussion. Coordinates work activities and program functions such as program budgets, planning, and policy recommendations with other City departments, other cities, and other agencies. Develops departmental 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 the department's program areas. Prepares department 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 the department's 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:

governmental organization and management;  
modern management techniques, supervisory practices, team-building techniques, and performance management/evaluation methods;  
the principles and practices of effective public administration and management, and budget administration;  
the principles and methods of budget preparation and monitoring;  
municipal and community resources for assisting citizens/neighborhoods, affordable housing, and

diversity;  
research and planning techniques, methods, and procedures;  
legal requirements, processes, and procedures of various units of government;  
effective report writing and oral presentation techniques;  
various group facilitation methods and mediation techniques; and  
City of Mesa codes and ordinances and State of Arizona statues relating to animal control.

Ability to:

manage, direct and coordinate the activities of the City's Community Services Department;  
evaluate operational activities and develop plans designed to maintain departmental efficiency and responsiveness;  
work effectively with appointed and elected officials, other municipal representatives and agencies, and City and County law enforcement to maintain working relationships;  
develop and implement long and short-range plans and budgets;  
negotiate and prepare agreements and contracts; and  
exercise initiative and independent judgment in establishing priorities, delegating work, and completing assignments;

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 4/19

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EEO-O/A

JOB FCTN-ADM

PAY PLAN E01-E18

PAY GRADE: E09

IND-9410

SWORN-No