

COMMUNITY AND HOUSING SERVICES DIRECTOR

JOB DESCRIPTION

Classification Responsibilities: The Community and Housing Services Director performs responsible administrative work involved in planning, managing, and directing; and serves as the City's executive leader for housing, community development, neighborhood and cultural engagement, human services, civil rights compliance and accessibility initiatives, and animal control. The Director provides strategic leadership for departmental operations, policy development, organizational performance, federal grant administration, community partnerships, and long-range planning while advancing City Council priorities and organizational goals. The Director serves as a strategic advisor to the City Manager's Office and provides executive analysis, policy recommendations, and organizational leadership on matters related to community services, housing, human services, neighborhood development, diversity and accessibility, animal control, and federal grant administration. The Director develops and implements innovative approaches to improve service delivery, evaluates results, and presents recommendations to the Mayor, City Council, and City Management. The Director also represents the City on departmental policy and program matters; and cultivates effective relationships with residents, nonprofit organizations, governmental agencies, regional partners, and other community stakeholders to advance shared priorities and strengthen public trust. The City of Mesa is an entitlement city regarding Federal Housing. 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 and Housing 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. A minimum of seven (7) years of progressively responsible managerial, supervisory, and administrative experience. A minimum of three (3) years of experience in one or more areas related to housing, community development, human services, neighborhood services, federal grant programs, or a closely related municipal service area; OR graduation from an accredited college or university with a Bachelor's Degree in: Public or Business Administration, Sociology, Social Work, or a related field.

Special Requirement. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications: A Master's Degree in: Public or Business Administration, or a related field is preferred. Bilingual proficiency in Spanish and English is desirable. Five (5) years or more of experience in management or executive leadership capacity with responsibility for strategic planning, budget administration, organizational leadership, and personnel management is highly desirable. Experience in one or more areas related to housing, community development, human services, neighborhood services, federal grant programs, or a closely related municipal service area is highly desirable. Experience leading multiple service areas or complex, multidisciplinary municipal operations is also highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with residents and community members of diverse backgrounds, other City departments, vendors, management, contractors, public officials, advisory boards, reporters, staff, and elected officials from other jurisdictions regarding departmental efforts and issues. Makes presentations at public hearings, City Council meetings, community meetings, and other public or professional settings. Conducts and/or participates in public, staff, and policy decision-making meetings. Prepares written documents, including staff reports, correspondence, and technical reports to convey recommendations and complex issues. Responds to electronic and print media representatives to explain policy issues.

Manual/Physical: Reviews departmental operations, work products, and community activities to assess compliance with applicable operating, safety, regulatory, and program requirements. Monitors and/or evaluates staff work and reports. Meets scheduling and attendance requirements.

Mental: Provides strategic direction and executive oversight for the activities and operations of the Community Services Department. Supervises and evaluates staff performing administrative, professional, and technical work. Prioritizes and assigns work to personnel and establishes priorities for departmental activities. Resolves procedural, operational, and other work-related issues, including resident and community requests for assistance and personnel matters through research, facilitation, negotiation, communication, and cooperative discussion. Coordinates work activities and program functions including budgets, planning, and policy recommendations with other City departments, other cities, and other agencies. Develops short- and long-term departmental objectives and strategic and operational plans. Conducts research and analyzes statistical, demographic, survey, budget, financial, cost, and performance data to make policy recommendations and provide information to advisory boards, City management, and elected officials. Prepares department budgets, monitors expenditures, and assists with the review of budget documents. Comprehends and makes inferences from reports, correspondence, and informational materials to conduct business, provide information, and perform job duties. Learns job-related material regarding operational or technical changes in the department's program areas, technology and software applications relevant to departmental operations, 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 residents, community members, 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 statutes 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 productive 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 08/26

RLN/js/ah

CS5907.DOCX

EEO-O/A

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: E14

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

PAY PLAN E08-E21