



## CITY OF ALBANY NEIGHBORHOOD SERVICES MANAGER

Under administrative direction, coordinates and implements strategic outreach and community engagement efforts related to disaster preparedness, neighborhood watch, public safety awareness, and human services programs to increase awareness and enhance access to City services and programs; helps provide more responsive and timely customer service to the community, helping community members navigate City and community service systems, and facilitating access to needed information or services; builds upon existing partnerships and creates new partnerships between the City and individuals, neighborhood groups, community organizations, and other public agencies to bring together the knowledge, skills, and resources in building a resilient and engaged community; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Assistant City Manager. Exercises direct supervision over professional and technical staff.

### **Class Characteristics**

The Neighborhood Services Manager is responsible for the overall management and implementation of outreach and community engagement efforts, including those related to disaster preparedness, neighborhood watch, public safety awareness, and human services programs. The incumbent is responsible for completion of assigned projects within the parameters of designated budget constraints, established timelines, allotted resources, and operational objectives. This class provides true leadership to successfully maximize operational and administrative effectiveness, resource efficiency, and positive community relations. Incumbents require a high level of initiative, sound judgment, excellent communication, and strong management skills.

### **Examples of ESSENTIAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Coordinates activities involving community service organizations, formal and informal community groups, property owners, business owners, individual residents, and other public officials.
- Serves as a liaison between various City and community programs and services, public agencies and residents in order to facilitate the effective coordination and delivery of needed services and resources.
- Collaborates with existing neighborhood associations such as neighborhood block watches; identifies and supports the expansion of the neighborhood watch program.
- Plans and coordinates events such as community meetings, Community Emergency Response Team (CERT) program outreach, Neighborhood Watch presentations, and other local events in coordination with the City's Police and Fire Departments.
- Develops, coordinates, and establishes marketing plans for neighborhood services programs and activities; prepares brochures, newsletters, press releases, and related public relations materials as required.
- Oversees the Human Services Linkages Program and other Human Services contracts in coordination with the Assistant City Manager.
- Coordinates with other community media staff and the City's Public Information Officer to develop systems to distribute information to the community including the use of evolving social media platforms to increase citizen engagement and dialogue.

- Prepares and delivers public presentations and written materials using a variety of media for both small and large audiences who speak and read English, as well as limited and/or non-English speaking/literate audiences.
- Conducts research, compiles statistics, performs community needs assessments, and analyses and makes recommendations on the facilitation of human services programs in coordination with the Assistant City Manager.
- Responds to and resolves difficult and sensitive customer requests, complaints, and inquiries.
- Ensures compliance with appropriate laws, codes, and regulations.
- Provides highly responsible staff assistance to the Assistant City Manager; prepares staff reports and other necessary correspondence.
- Provides technical and functional supervision to other personnel and volunteers as needed.
- Selects, trains, motivates, and evaluates assigned personnel; implements discipline as required.
- Participates in the development, preparation, and monitoring of the budget for assigned area of responsibility; forecasts funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approval of expenditures; recommends adjustments as necessary.
- Assists in the development and implementation of Division goals, policies, and priorities.
- Prepares and monitors consultant and service contracts, as needed.
- Performs related duties as assigned.

**Knowledge of:**

- Group facilitation as well as methods for organizing and motivating community groups to address common goals.
- Program development, monitoring, and evaluation methods.
- Volunteer recruitment, management, and evaluation principles and practices.
- Budget development and administration methods, principles, and practices.
- Marketing theories, principles, and practices and their application to a wide variety of neighborhood services.
- Local and regional community resources and services.
- Standard and accepted English usage, spelling, grammar, and punctuation.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

**Ability to:**

- Coordinate and implement neighborhood services programs suited to the needs and desires of the community.
- Effectively plan, organize, and facilitate large and small groups that include persons representing multiple and potentially competing interests, as well as a variety of cultures, languages, issues, and concerns.
- Effectively plan, organize, administer, and coordinate multiple complex projects and activities in a timely and accurate manner, and appropriately adjust priorities as circumstances dictate.
- Appropriately exercise independent judgment while maintaining ongoing accountability for assigned duties.
- Perceive responsibilities within the context of citywide goals and objectives and to approach assignments with a customer-oriented focus.
- Provide effective leadership in the development of partnerships involving community members, volunteers, representatives from other community and public agencies, and fellow City representatives; work effectively within a team environment.
- Make accurate computations and keep and maintain complete and accurate records that clearly and accurately document neighborhood service activities.

- Work effectively with persons who have limited and/or non-English speaking/reading skills.
- Provide functional and technical supervision and evaluate professional and technical personnel and community volunteers.
- Plan and effectively administer budgets involving a variety of public and private funding sources.
- Work under minimal direction, with the ability to be creative, innovative, resourceful, and a self-starter with a high degree of confidence.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

### **Education and Experience**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, marketing, communications, or a related field, and four years of increasingly responsible experience in program development and implementation including one year of supervisory responsibility.

### **Licenses and Certifications**

Valid California Driver's License.

### **Physical Demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

### **Environmental Elements**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **Special Requirements**

Positions in this classification independently travel within and outside of City limits to fulfill the assigned duties and responsibilities.

Positions in this classification require a willingness and ability to work flexible hours, including occasional evenings and weekends.

Ability to exercise multi-lingual abilities are desirable.