

MAJOR FUNCTION

This is responsible professional, administrative and supervisory work managing the activities of the Neighborhood Affairs Division within the Parks, Recreation & Neighborhood Affairs Department. The employee in this class is responsible for directing programs, initiatives, and activities that deliver City services and programs to neighborhood and homeowners' associations, that strengthen and build the organizational capacity of such organizations, support City departments' outreach efforts, enhance community relations and engagement, and greater community livability. Duties involve the development of and implementation of strategic neighborhood enhancement plans and programs, community organizing, educational outreach initiatives, neighborhood safety programs, and providing technical and policy direction that inform neighborhood programs and funding. Considerable independent judgment, discretion, and initiative are exercised in carrying out of these duties. Work is carried out under the direction of the Director-Parks, Recreation and Neighborhood Affairs and is reviewed by the director through reports, observations and results obtained.

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

Directs the activities of the Neighborhood Affairs Division, which includes planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and/or service offerings to meet the objectives set by the City Commission and City Manager. Directs the development of the services and programs offered by the division and monitors and evaluates their efficiency and effectiveness. Coordinates and supports the development of outreach campaigns that promote City services and programs and create greater awareness of the City's brand. Provides project leadership and analytical support for the development of innovative neighborhood enhancement programs and programs/services that help meet other City goals such community livability, sustainability, disaster preparedness and public safety. Supervises staff, which includes prioritizing and assigning work, conducting performance evaluations, ensuring staff is trained, ensuring employees follow policies and procedures, maintaining a healthy and safe working environment, and making hiring, termination, and disciplinary recommendations. Plans, directs and coordinates, through subordinate level management staff, the division's work plan, assigns projects and programmatic areas of responsibility, reviews and evaluates work methods and procedures, and meets with key staff to identify and resolve problems. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; and directs and implements changes. Leads the development of recommendations for the division's budget; provides recommendation for needed staffing, equipment, materials and supplies. Provides executive level staff assistance to the Director-Parks, Recreation and Neighborhood Affairs and the Assistant City Manager for Community Engagement & Public Safety. Represents the Neighborhood Affairs Division to other City departments, elected officials and outside agencies, including representing the City at professional conferences; develops and presents papers and other presentations at such conferences. Attends neighborhood and homeowners' association meetings and events.

Other Important Duties

Completes special projects as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the operations of City departments. Knowledgeable and experienced in the techniques, methods, procedures, principles, and practices of neighborhood planning, community organizing, community outreach, sustainability and community livability planning, and program development. Extensive knowledge of research methods and techniques, and methods of

presentation and community outreach. Ability to develop plans and programs, draft a variety of documents such as reports and marketing plans. Ability to plan, direct, supervise, coordinate, organize, and inspect marketing services programs, and activities. Ability to deal tactfully and effectively with the public, press, department directors, other City employees and to build strong and effective relationships with neighborhood leaders, community partners and stakeholders. Ability to assign and review the work of subordinates and provide proper instruction in a manner conducive to improve performance. Skill in public relations, making presentations, and community organizing. Possesses management style and values which are consistent with the City of Tallahassee's mission and organizational values. Possesses excellent group process and facilitation skills. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in Public Administration, Economics, Planning, or a related field, and seven years of professional and creative experience that includes neighborhood planning, community organizing, community outreach, sustainability planning or an equivalent combination of training and experience. Three years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

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

Established: 08-05-17