

CSC Adopted: May 2006, CSC Revised: February 2014; September 2017

Class Title: Neighborhood Development Specialist

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Work involves community program development and implementation, research and analysis of plans and trends. Serves as a liaison between the community and city hall, assisting in community outreach efforts and building leadership capacity in City neighborhoods.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Assists in developing and implementing programs to address neighborhood issues and concerns.
2	S	Provides support to senior division staff by drafting presentations, marketing materials, maps and other supporting documentation to be presented at civic league and task force meetings, NBN Academy classes.
3	S	Serves as liaison between citizens and City Hall, helping residents navigate city departments and associated processes. Works with interdepartmental teams, including Community Resource Officers, Norfolk Cares staff, Neighborhood Quality, City Attorney’s Office to develop strategies to address community issues.
4	S	Conducts community outreach to residents, neighborhood-based organizations including non-profits and faith-based organizations to promote events and activities. Links residents and organizations to existing programs and services in the community. Establishes and maintains relationships with other agencies and organizations to meet community needs.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a bachelor's degree or equivalent.
Experience	One-year experience in community development, community engagement, community outreach, or housing programming services.
Certifications and Other Requirements	Valid driver's license
Reading	Work requires the ability to read reports, correspondence, and general business documents.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division as well as calculate percentages.
Writing	Work requires the ability to write memos and other documentation.
Managerial	Managerial responsibilities include prioritizing work to meet deadlines.
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of staff.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the city, which may be involved in decision making or providing approval or decision making authority for purchases or projects. Extensive contact with citizens and community groups.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Fax, filing, inventory
Sitting	F	Computer, desk work, filing
Walking	O	Fax, filing, inventory
Lifting	R	Office supplies, inventory, files, books, manuals
Carrying	R	Office supplies, inventory, files, books, manuals
Pushing/Pulling	R	Inventory, filing
Reaching	R	Inventory, filing
Handling	R	Office supplies, inventory, files, books, manuals
Fine Dexterity	C	Computer keyboard, calculator, writing
Kneeling	R	Inventory, filing
Crouching	R	Inventory, filing
Crawling	N	
Bending	R	Inventory, filing
Twisting	R	To/from computer
Climbing	N	
Balancing	R	Inventory, filing
Vision	C	Computer, desk work, reading, writing, filing, use of office equipment
Hearing	C	Telephone, co-workers, staff, supervisor, citizens, community groups
Talking	C	Telephone, co-workers, staff, supervisor, citizens, community groups
Foot Controls	F	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, printer, fax machine, copy machine, telephone, calculator, Standard Microsoft Windows and Office software.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	M
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	S
Fire Hazards	N	Fumes and Odors	S
Explosives	N	Wetness/Humidity	S
Communicable Diseases	N	Darkness or Poor Lighting	S
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)