

Class Title: Neighborhood Services Manager

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Assists in the development of sustainable neighborhoods, increases individual capacities of citizens and neighborhood groups to be more self sufficient and collaborates resources and building partnerships.

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	Fosters leadership and organizational capacity by coordinating ongoing Neighborhood University initiatives such as Neighborhood Leadership Institute, Neighborhood Health watch ambassador program, and community building workshops.
2	S	Cultivates community pride and civic responsibility by coordinating various programs including neighborhood pride tours, neighborhood stars awards, good neighbor week, good neighbor campaign, neighborhood banner program and spruce up campaign.
3	S	Builds civic capacity by creating and coordinating neighborhood university alumni association.
4	S	Develops strategies to improve neighborhood livability by assisting the development and coordination of quality neighborhood initiatives, and creating and maintaining neighborhoods programs.
5	S	Educates and connects citizens with available resources by developing community asset mapping programs, administering neighborhood web page, providing information to civic leagues and providing referrals.
6	S	Provides departmental information and assistance in focusing on neighborhoods by providing joint out-reach efforts with development department and contacting citizens regarding opportunities to volunteer.

CSC Adopted: October 2001, CSC Revised: September 6, 2002

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	Three years experience.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read proposals, reports, and other related materials.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, and statistics.
Writing	Work requires the ability to write proposals and reports.
Managerial	Managerial responsibilities include planning, coordinating, and managing community projects.
Budget Responsibility	Oversees budget preparation of bureau budget and reviews and approves expenditures of significant budgeted funds for the bureau and may research and prepare recommendations for city-wide budget expenditures.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
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. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, civic leagues, citizens and sales representatives.

CSC Adopted: October 2001, CSC Revised: September 6, 2002

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	Copier, fax machine, filing, presentations, community events
Sitting	F	Computer, desk work, answering telephone, meetings
Walking	O	To/from meetings, inter-office, to/from community events
Lifting	R	Office supplies, marketing materials, office equipment, files, folders, promotional items
Carrying	O	Office supplies, marketing materials, office equipment, files, folders, promotional items
Pushing/Pulling	N	
Reaching	N	
Handling	O	Office supplies, marketing materials, office equipment, files, folders, promotional items
Fine Dexterity	F	Computer keyboard, calculator, writing
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	O	Transporting marketing or promotional items
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, filing, reading, writing, presentations, community events, driving
Hearing	C	Telephone, staff, manager, presentations, meetings, community events
Talking	F	Telephone, staff, manager, presentations, meetings, community events
Foot Controls	R	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, laser or inkjet printer, copy machine, fax machine, telephone, scanner, plotter, Standard Microsoft Windows and Office software, ArcView (GIS)

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	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
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	F
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)