

CLASS SPECIFICATION
Neighborhood Involvement and Programs Director

FLSA Status: Exempt
Union Representation: Nonrepresented/All Bureau Directors hired after December 31, 2000 are exempt from Civil Service

GENERAL PURPOSE

Under general policy direction, plans, organizes and directs the activities of the Office of Neighborhood Involvement; coordinates long-range planning and implementation of neighborhood association, district coalitions and the Office of Neighborhood Involvement policies and programs; directs, implements, and enforces the City's neighborhood inspection, nuisance abatement, and noise control program including administering of City Code chapters pertaining to issuing of noise citations, and property liens; directs and coordinates the delivery of neighborhood outreach programs and program services; monitors funding and enforces compliance with applicable City Code chapters and Office of Neighborhood Involvement Guidelines for all City neighborhood associations, neighborhood business associations and neighborhoods without boundaries; provides leadership and technical assistance to City elected officials and bureau management on neighborhood issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single incumbent class is responsible for directing, coordinating, planning and overseeing all of the functions and activities of the Office of Neighborhood Involvement. The incumbent directs the delivery of neighborhood programs and program services for the City of Portland, including coordinating planning and implementation of neighborhood-related policies and programs, coordinating efforts to improve communication between service providers and the community, monitoring program funding and legal compliance with City and bureau codes and guidelines and coordinating program delivery through partnerships with other City bureaus. The incumbent also directs and enforces the City's neighborhood inspection, nuisance abatement, and noise control programs and respective code compliance sections. Responsibilities are broad in scope, require a high degree of political acumen and administrative discretion and are evaluated in terms of overall effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the Office of Neighborhood Involvement; with subordinate supervisors, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the biennial group budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans, organizes, directs and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
3. Works closely with the City's elected leadership in setting and carrying out the City's vision, mission and objectives for the bureau; provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Provides overall management, direction and coordination of the City's neighborhood programs, including neighborhood mediation, crime prevention, and neighborhood outreach and training; coordinates delivery of programs through partnerships with other City bureaus and coordinates inter-bureau public involvement efforts; coordinates and directs long-range planning and implementation of neighborhood association, district coalition and bureau policies, contracts and programs.
5. Coordinates the design, management and delivery of services aimed at disability projects and neighborhood concerns; works with the City Attorney's Office to develop and implement City programs and policies consistent with non-discrimination laws and regulations; develops legal interpretations of neighborhood policies and grievances.
6. Provides overall direction and enforcement of the City's neighborhood inspection, nuisance abatement, and noise control ordinances, code, and policies including the supervision of the City's lien, fine, and citation program around non-compliance with applicable City Code chapters; issues citations, liens, abatements, hears appeals, and grants waivers.
7. Develops and maintains effective coalitions and relationships with other City bureaus, neighborhood agencies, service providers and the community; coordinates City efforts to improve communications among neighbors, various neighborhood associations, service providers and bureau staff; manages and ensures effectiveness of the notification of legal issues regarding crime prevention, graffiti abatement and neighborhood notification processes.
8. Directs and supervises the work of the Information and Referral Center, responsible for delivery of accurate, timely and professional information and referrals to residents, neighbors, City staff and constituents.
9. Monitors bureau and program funding and ensures legal compliance with City Code and bureau guidelines; enforces bureau funding guidelines for all neighborhood associations, business associations and neighborhoods without boundaries.

10. Provides expert technical guidance and leadership to City management and elected officials on neighborhood issues and joint City-County programs; provides leadership, coordination and staffing for City-wide projects.
11. Directs the analysis of proposed legislation and regulations; participates in industry and governmental activities to influence legislation and regulatory change consistent with the City's interests and needs; represents the City with other industry and governmental agencies, professional organizations and elected officials.
12. Represents the bureau to the Commissioner-in-Charge and the City Council.

OTHER DUTIES

1. Represents the City and bureau on various federal, state and local boards, commissions, organizations and task forces as requested.
2. Represents the City as administrator on lien abatements, noise citations, and nuisance citations.
3. Consults, provides technical assistance and conducts site visits for other national neighborhood programs.
4. Assists as needed on special assignments and projects dealing with City-wide neighborhood issues.
5. Serves as host or leader for national and international visitors to the City.
6. Serves as an expert advisor on matters of public involvement and public outreach.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques of neighborhood, public relations and community outreach programs.
2. Industry trends and media practices as they apply to developing and carrying out neighborhood and outreach programs.
3. City and bureau functions and operations and associated neighborhood and outreach issues.
4. Principles and practices of public administration, including budgeting, purchasing, contracting and maintenance of public records.
5. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

6. Research methods and analysis techniques.
7. Principles and practices of effective business communications and correct English usage.
8. Principles and practices of effective management and supervision.
9. City human resources policies and labor contract provisions.

Ability to:

1. Plan and direct a broad, comprehensive neighborhood program and activities, including the application of sound, expert knowledge to the development and execution of neighborhood policies and programs.
2. Define complex neighborhood and outreach issues, perform difficult and complex analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
3. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
4. Present proposals and recommendations clearly, logically and persuasively in public meetings.
5. Represent the City effectively on a variety of issues.
6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
7. Exercise sound, expert independent judgment and political acumen within general policy guidelines.
8. Exercise tact and diplomacy in dealing with highly sensitive, complex and confidential issues and situations with broad effects on City policies and issues.
9. Establish and maintain highly effective working relationships with elected officials, all levels of City management, other governmental officials, neighborhood associations and agencies, service providers, employees, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in marketing, public relations, communications, business administration or a closely related field; and at least ten years of experience in the administration of community and/or neighborhood programs, at least five of which were in a supervisory or program management capacity; or an equivalent combination of training and experience. Experience in a public agency is strongly preferred. An advanced graduate degree in an applicable field is desirable.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

This class is composed of positions from the following class (es):

0972 PROGRAM MANAGER IV. Adopted: 07-01-92

Revised: 10-29-03 (Revised class spec to add City's neighborhood inspection, nuisance abatement, and noise control programs).

Revised: 05-28-08 Deleted language regarding human rights in light of the newly created Human Relations Director.

June 2009 - Change Job Class number from 7022 to 30000415, due to system change.