

CLASS SPECIFICATION
Neighborhood Programs Coordinator

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, provides organizational support for neighborhood or business coalitions and associations; assists with outreach, collaboration, relationship building and resource development; develops and implements training programs; researches and provides technical information, expertise and advice to coalitions and associations; creates, produces and distributes various outreach and ONI educational and marketing materials; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Neighborhood Programs Coordinator provides a variety of routine to complex technical and administrative assistance, training and information to neighborhood coalitions, neighborhood or business district associations and citizens. Incumbents monitor, deliver and support programs on a district or citywide basis that impact all the neighborhood offices and district coalitions.

Neighborhood Programs Coordinator is distinguished from Neighborhood Office Supervisor in that the latter supervises the staff, operations and activities of assigned district coalition offices to achieve assigned district coalition objectives and operations.

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. Provides technical information, expertise and guidance to coalitions and associations; responds to coalition inquiries and concerns regarding operational and administrative issues, including fiscal management, staff management and general operational issues; researches, compiles and develops information regarding potential funding sources for neighborhood coalitions; provides technical support and expertise to other bureaus in designated outreach activities; as assigned, assists in mediation and facilitation activities.
2. Develops and implements training programs and workshops for neighborhood or business coalitions and associations; participates in determining training and education needs; develops curriculum; serves as trainer and/or monitors trainers' performances.
3. Plans, organizes and coordinates assigned outreach efforts; researches, plans and implements outreach programs for under-served populations; organizes and implements Summits and other district or city-wide events.

4. Recruits associations to become recognized as outlined in the ONI standards; reviews coalition and association by-laws to ensure compliance with applicable ONI guidelines, City codes and state laws; researches and interprets applicable City codes and ordinances and state and federal laws and regulations, including those related to public meetings and public records; monitors other parties' compliance with ONI provisions, identifies and communicates issues and ensures that issues are resolved.
5. Creates, produces and distributes various outreach and ONI educational and marketing materials; writes, edits, designs, produces and distributes fliers, media releases, newsletters, brochures, training manuals and other written materials; develops and maintains related databases.
6. Researches, creates and utilizes emerging methods and techniques for achieving public outreach objectives.
7. Develops and coordinates needed data bases and tracking systems, such as public involvement contact management, etc.

OTHER DUTIES

1. Plans, organizes and conducts business or neighborhood coalition and association board strategic planning retreats.
2. Serves as ONI staff support on assigned projects and committees; recruits participants; coordinates meeting logistics; facilitates meetings; writes reports; makes public presentations.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
2. Training and educational program and general event planning and implementation principles, practices, techniques and methods.
3. Mediation, facilitation and negotiation theories, principles, practices, techniques and methods.
4. Outreach, marketing and media relations principles, practices, techniques and methods.
5. Resource development research and solicitation techniques and methods.
6. General functions, programs and responsibilities of City government.

7. The local community and community and agency resources available to assist citizens.
8. Principles and practices of sound business communication.
9. Principles and practices of public involvement and community organizing theory.

Ability to:

1. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
2. Understand and interpret applicable laws, codes and ordinances.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Operate a computer and standard business software, including use of Internet access and research techniques.
5. Present information clearly, logically and persuasively to individuals, neighborhood groups and associations and to other agencies.
6. Develop and implement effective training and education programs.
7. Communicate effectively both orally and in writing.
8. Use tact and diplomacy in dealing with sensitive situations and concerned people and customers.
9. Establish and maintain effective working relationships with those 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 public administration or a closely related field; and at least three years of progressively responsible community organizing or training experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

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 Neighborhood Programs Coordinator (7214) class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

Revised: 08-18-06 Updated to include position working with business district associations.

June 2009 - Change Job Class number from 7214 to 30000500, due to system change.