

CLASS SPECIFICATION
Neighborhood Office Supervisor

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, identifies, develops, organizes, supervises and evaluates programs, operations and activities of an assigned neighborhood office; plans, lays out, supervises and reviews the work of assigned staff; serves as liaison between City and District coalitions, neighborhood associations and businesses; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Neighborhood Office Supervisor is responsible for the staff, activities and operations of an assigned, geographically focused neighborhood office. Responsibilities include identifying and providing a broad and diverse array of services and programs to inform, educate and meet the needs of neighborhoods and neighborhood associations that comprise a district coalition and to ensure efficient and effective operations of the district coalition as an independent, inclusive organization. Responsibilities require a high degree of autonomy and the exercise of independent judgment and discretion.

Neighborhood Office Supervisor is distinguished from Neighborhood Programs Coordinator in that an incumbent in the former class 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. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve the unit's mission, goals and performance measures; participates in developing and monitoring performance against the biennial unit budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.

3. Provides leadership and works with staff to create a high performance, service-oriented work environment that advances the district coalition's goals while supporting 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. Identifies need for, plans, organizes, facilitates, implements, evaluates and improves applicable programs, events and projects in accordance with district coalition goals and City and bureau mission, objectives, laws, ordinances, policies and practices; collaborates with neighborhood groups and other partners to develop, implement and evaluate programs; as required, identifies need for, develops and conducts community forums.
5. Serves as liaison between the City and assigned neighborhoods; frequently and extensively interacts with citizens, community leaders, businesses and neighborhood groups and associations; leads, facilitates, actively participates in and provides technical and administrative support for neighborhood meetings.
6. Researches, handles and responds to routine to complex issues, concerns and inquiries and provides technical assistance and advice in accordance with district coalition goals and City and bureau mission, objectives, laws, ordinances, policies and practices; supervises processing of neighborhood Block Party requests; facilitates and mediates a variety of routine to complex neighborhood disputes.
7. Plans, organizes and supervises marketing, outreach, resource development and administrative activities; researches funding sources, develops funding strategies and solicits funding through grantwriting; drafts and distributes media releases; serves as spokesperson for district coalition; supervises development and distribution of outreach and marketing materials, including neighborhood newsletters; develops RFPs and contracts and monitors contract compliance; oversees grant administration.

OTHER DUTIES

1. Manages and supervises upkeep of facilities; establishes system for and monitors maintenance of accurate and complete records and databases.
2. Establishes and maintains working relationships with city, state, regional and national agencies and organizations in order to collaborate and meet program goals and objectives.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
2. Program and event planning and implementation principles, practices, techniques and methods.

3. Mediation, facilitation and negotiation theories, principles, practices, techniques and methods.
4. Basic parliamentary rules and procedures including Robert's Rules of Order.
5. Outreach, marketing and media relations principles, practices, techniques and methods.
6. Resource development research and solicitation techniques and methods.
7. City government, bureau organization and the functions and practices of a neighborhood district coalition unit.
8. City Code, laws and rules for the conduct of public meetings.
9. The local community and community and agency resources available to assist citizens.
10. Principles and practices of sound business communications.
11. Principles and practices of effective supervision.
12. City human resources policies and labor contract provisions.

Ability to:

1. Plan, lay out, supervise and review the work of staff engaged in performing district coalition activities.
2. Research and analyze issues pertinent to an assigned district and plan, organize, coordinate and implement applicable programs, events and projects.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Operate a computer and standard business software.
5. Present information clearly, logically and persuasively to individuals, neighborhood groups and associations and to other agencies.
6. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
7. Communicate effectively both orally and in writing.
8. Understand and interpret applicable laws, codes and ordinances.
9. Use tact and diplomacy in dealing with sensitive situations and concerned people and customers.

10. 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 five years of progressively responsible community organizing, training or mobilization experience, at least two of which were in a lead or program supervision capacity; 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; class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

June 2009 - Change Job Class number from 7218 to 30000502, due to system change.