



Job Title	Neighborhood Services Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	At-Will
Zone	5	Job Code	15013

Class Specification – Neighborhood Services Manager

Summary Statement:	
<p>The purpose of this position is to provide administrative direction, directs, manages, supervises, and coordinates the activities and operations of the Code Enforcement Division within the Planning and Community Development Department including general code enforcement; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Director of Community Development and the Community Development Division Manager.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
35%	Develops, implements, and supervises a code enforcement program involved in the efficient and effective enforcement of codes related to housing, dangerous buildings, abandoned/inoperative vehicles, trash, weeds, violations of business operating without proper business license, improper or illegal signage, and other health and safety violations. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; and recommends and administers policies and procedures. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels. Plans, directs, coordinates, and reviews the work plan for assigned staff involved in investigating code violations and initiating procedures to abate violations; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; and meets with staff to identify and resolve problems.
35%	Participates in field activities and investigations; reviews reports prepared by Code Enforcement Officers; may issue citations and prepare requests for criminal complaints as appropriate; prepares cases for prosecution; prepares materials for Council hearings; may testify in court regarding compliance action. Reviews and analyzes statistical information from reports; track case information and review data entry for consistency. Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates



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	<p>staff training; works with employees to correct deficiencies; implements discipline and termination procedures. Oversees and participates in the development and administration of the Neighborhood Services Division’s annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; and implements adjustments.</p>
30%	<p>Provides responsible staff assistance to the Director of Community Development and/ or the Community Development Division Manager; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to Code Enforcement programs, policies, and procedures as appropriate. Serves as the liaison for the Neighborhood Services Division to other divisions, departments, and outside agencies; attends various meetings to work with and educate citizens; responds to and resolves difficult and sensitive inquiries and complaints; and negotiates and resolves sensitive and controversial issues. Serves as staff on a variety of boards, commissions, and committees; and prepares and presents staff reports and other necessary correspondence. Attends seminars, classes, and professional group meetings; reviews professional literature; stays abreast of current developments, new trends, and innovations in the field of code enforcement.</p>

Competencies Required:	
Human Collaboration Skills:	Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Reading:	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math:	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing:	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from



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experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/ or processes organization-wide. Independent judgement and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in business administration, public administration, or a related field.

Experience: Five years of full-time responsible code enforcement, neighborhood services, or community development experience including two years of administrative and/or supervisory responsibility.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:



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Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:

This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures. Is authorized to approve fiscal/budgeted expenditures up to the amount that requires the approval of Senior Management.

Physical Demands:

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office with some outside
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office, Mobile Field Reporting, and LERMS.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: November 2015