



Job Title	Neighborhood Development Outreach Specialist	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	4	Job Code	15007

Class Specification – Neighborhood Development Outreach Specialist

Summary Statement:	
<p>The purpose of this position is to provide a neutral venue or individual to obtain information regarding development projects and instructions on citizens’ due-process related to land development applications; facilitate community meetings regarding development projects and other neighborhood concerns; facilitate community outreach and increase stakeholder involvement in neighborhood initiatives; develop and plan programs to generate citizen involvement with neighborhood preservation and improvement efforts; identify potential neighborhood groups and leaders; and work closely with community groups to develop activities and events.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
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.
30%	Work with other departments to analyze neighborhood planning and development to design appropriate strategies to resolve issues. Work collaboratively with staff within Planning, Community Development, and other City departments on public engagement processes. Serve as a liaison to coordinate planning activities with community members, developers, City Boards and Commissions, City Council, and others regarding City policies and procedures, using social, economic, employment, housing and land use data.
30%	Develop and coordinate programs, formulate proposals, make recommendations, and facilitates meetings. Collaboratively work with project planners to coordinate and facilitate public meetings. Engage with citizens to understand the Development Review process and how they can effectively participate in that process. Communicate with neighborhood groups, citizens at large, city employees and leaders, and community members to develop strategies to enhance information flow including written documents and digital media. Mentor, coach, lead, and facilitate meetings, and acts as mediator of disputes and issues regarding planning and development. Assist in prioritizing community development, neighborhood needs, and coordinate and communicate planning efforts and documentation of processes and plans.



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20%	Research and make recommendations regarding policies, budgets, programs, etc. Prepare and deliver presentations and reports to community and neighborhood groups, developers, staff, City Boards and Commissions, City Council, City management, and others; responds to questions and requests. Makes recommendations to Neighborhood Services Manager and Planning and Community Development Director regarding development of policies and processes.
20%	Identify potential neighborhood groups and leaders and assists with the formation of newly-established neighborhood associations. Plan and develop programs to generate citizen involvement in property maintenance and neighborhood improvement efforts. Attend neighborhood association meetings and assess neighborhood conditions to determine needed improvements.

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: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. 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: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
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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 Communications, Public Relations, Urban Planning, Community Planning, Public Administration, or related field.

Experience: Three years of full-time responsible planning and/or development experience, or related.

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.	
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Supervision Exercised:

Work requires the occasional direction of helpers, assistants, seasonal employees, interns or temporary employees

Supervision Received:

The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:

This position has no budgetary/fiscal responsibility

Physical Demands:

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



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Environmental Conditions:	Frequency
Primary Work Environment	Office with some outside
Extreme Temperature	Seasonally
Wetness and Humidity	Rarely
Respiratory Hazards	Rarely
Noise and Vibrations	Rarely
Physical Hazards	Rarely
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Rarely

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: June 2017