



City of Tempe

NEIGHBORHOOD SERVICES SPECIALIST

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	332	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Development	<i>Salary / Hourly Minimum:</i>	\$65,401
<i>Supervision Level:</i>	Non-supervisor	<i>Salary / Hourly Maximum:</i>	\$87,891
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Neighborhood Services Specialist
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives direction from the Neighborhood Program Director.
 May provide functional direction to assigned administrative support staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three years of experience in planning, developing or organizing neighborhood programs, doing community relations work, or conducting public outreach programs.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major coursework in public or business administration, planning, urban affairs, or degree related to the core functions of this position.
<i>License / Certification:</i>	Must possess and maintain a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of professional administrative duties associated with coordinating City services to established neighborhoods; to assist in planning, developing, and implementing various programs designed to preserve the integrity of residential areas and promote a sense of community; and to provide technical and informational services to neighborhood associations, homeowners associations, and affiliate groups.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Attend neighborhood meetings; survey citizen views and tabulate results; facilitate discussion of perceived neighborhood problems and possible solutions; and report citizen views and issues to appropriate city staff.
- Respond to citizen inquiries; refer questions to appropriate City department/division or otherwise coordinate problem resolution.
- Research and respond to Council/City Manager inquiries; provide Council and City Manager periodic updates of neighborhood issues and activities.
- Assist in neighborhood services program development activities; work with city staff to plan and implement new projects and programs; lead or participate on independent committees working on neighborhood problems.
- Provide staff support to neighborhood workshops, or various neighborhood task forces or committees as assigned.
- Respond to press inquiries; may state City's position on issues if authorized to do so; acts for, or fills in for, the Neighborhood Program Director in the latter's absence.
- Coordinate the maintenance of mailing lists, and the duplication and mailing of neighborhood newsletters, and agendas for various City boards and commissions.
- Attend and help coordinate conferences and workshops; reviews current literature to stay informed about developments in the field.
- Prepare a variety of reports, correspondence, and statistics regarding program activities.
- Perform related duties as required.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability

Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective Aug 1999</i> <i>Revised Nov 2001</i> <i>Revised Dec 2004</i></p>