



City of Tempe

NEIGHBORHOOD PROGRAM MANAGER

JOB CLASSIFICATION INFORMATION

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|--------------------------------|-----------------------|---------------------------------|---------------------|
| <i>Job Code:</i> | 006 | <i>FLSA Status:</i> | Exempt |
| <i>Department:</i> | Community Development | <i>Salary / Hourly Minimum:</i> | \$92,515 |
| <i>Supervision Level:</i> | Manager | <i>Salary / Hourly Maximum:</i> | \$124,895 |
| <i>Employee Group:</i> | CSU | <i>State Retirement Group:</i> | ASRS |
| <i>Status:</i> | Unclassified | <i>Market Group:</i> | Deputy City Manager |
| <i>Drug Screen / Physical:</i> | N | <i>EEO4 Group:</i> | Professionals |

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general direction from the Community Development Director.
Exercises direct supervision over professional staff.

MINIMUM QUALIFICATIONS

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| <i>Experience:</i> | Three years of increasingly responsible, full-time, professional experience in neighborhood program administration or public outreach programs, preferably in municipal government. |
| <i>Education:</i> | Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or degree related to the core functions of this position. A Master's degree is highly desirable. |
| <i>License / Certification:</i> | None |

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 manage, direct, coordinate and facilitate the activities of the Neighborhood Services Division; to serve as the liaison and coordinator of the City's neighborhood and homeowners' associations; to oversee and coordinate the Neighborhood Grant Program and related activities; to organize activities and programs with other divisions, departments, outside public agencies and committees; and to provide highly complex staff assistance to the City Manager and senior management. The Director has a direct communication and advisory role

to the City Council.

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.
- Advise Mayor and Council, City Manager and senior management on neighborhood issues; serve as staff person for Council Neighborhood Quality of Life and Public Safety Committee; research, prepare and present oral and written reports and recommendations to Council and senior management.
- Address neighborhood associations and other public groups regarding neighborhood issues and concerns; assist citizens with inquiries and problem identification, resolution and follow up; facilitate neighborhood association meetings; monitor neighborhood association activities.
- Research policy issues on specific neighborhood concerns and arrange meetings between neighborhood representatives and City staff and/or elected officials.
- Coordinate response to neighborhood issues with other departments, agencies and strategic teams.
- Maintain records and files of neighborhood and homeowners' associations; respond to inquiries for information on neighborhood and homeowners' associations.
- Chair the Neighborhood Service Team (NST) working to address and resolve a wide variety of citizen issues and concerns; make recommendations and write reports outlining potential solutions.
- Develop and direct informational and recognition programs for citizens, including annual Neighbor of the Year, Beautification Awards, workshops, newsletters and related printed materials.
- Manage annual Neighborhood Grant Program application review and selection process as well as funding allocations.
- Serve as staff liaison for the Neighborhood Advisory Commission.
- Prepare and oversee "Letters of Authorization" for off-hours construction projects for the City Manager.
- Prepare the Neighborhood Services Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment materials, and supplies; administer the approved budget.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- 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 |

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective October 1994

Revised July 2002 (range changed)

Revised November 2004 (job duties updated)

Revised February 2005 (range adjustment)

Revised April 2008 (job duties updated)

Revised December 2010 (job title change)