

MAJOR FUNCTIONS

This is professional work serving as a liaison between the community and city hall to inform and introduce residents to City programs and initiatives. Specifically, works with the City's homeless population, the TEMPO, TFLA and NPSI programs in targeted neighborhoods. Acts as a program administrator in defining coverage areas (i.e. targeted neighborhoods) and routes (i.e. scheduling appointments), and supporting marketing efforts (e.g. kickoff events). Employee in this class works as a member of a team that performs community services and community relations. Work is performed under the general supervision of the Director of Community Services.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Responds to citizen inquiries, concerns, and complaints. Responds to, advises and assists the Community Services Department Director and the Office of the Deputy City Manager with the handling of citizen complaints, evaluating the use of other governmental and non-governmental partnerships and the use of social service assistance in resolving concerns. Analyzes and resolves customer complaints. Canvasses neighborhoods to identify their respective homelessness status in order to facilitate homelessness services and implement program change. Occasionally directs the work of designated departmental staff on assigned projects and programs. Provides professional development and training with respect to assigned duties to selected city staff and community members. Performs other related work as required.

Other Important Duties

Assists in planning, developing, coordinating, implementing and monitoring community service programs. Performs other related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills:**

Thorough knowledge of City and community services in order to respond to citizen inquiries and complaints. Ability to deal tactfully and effectively with the general public. Ability to creatively resolve complex problems in accordance with ordinances, rules, and departmental policies. Ability to express ideas clearly and concisely, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to work independently. Ability to maintain accurate records. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience:

Possession of a bachelor's degree in public, business administration, or a related field and two years of technical and/or professional work experience in customer service, human services, management, business, accounting, negotiation or mediation; or an equivalent combination of training and experience.

Necessary Special Requirement:

Must possess a valid State Class E driver's license at the time of appointment.

Established: 02-01-20