

## CITY OF GLENDALE

<b>TITLE:</b> Neighborhood Services Coordinator	<b>CLASS CODE:</b> 489
<b>REPORTS TO:</b> Neighborhood Partnership Administrator	<b>GRADE:</b> 28
<b>DEPARTMENT:</b> Community Partnerships	<b>FLSA:</b> E
<b>JOB DESCRIPTION DATE:</b> October 3, 2006 cm	

### JOB SUMMARY

Plans, develops and delivers programs and services to proactively respond to neighborhood issues and/or citizen concerns. Works to promote citizen involvement in neighborhood issues and serves as a liaison between the City, nonprofit groups and community leaders.

### ESSENTIAL FUNCTIONS

1. Establishes connections with existing neighborhood organizations and associations and the City.
2. Serves as a liaison for the department with neighborhood associations and volunteers.
3. Provides information to neighborhood associations regarding city policies, processes and procedures; assists in developing tools and methods for communication with their members and establishes programs designed to improve neighborhood quality of life.
4. Facilitates neighborhood and community-based problem solving.
5. Plans, recruits for, and implements Glendale University (GU) for citizens, residents, and business owners. Implements classes for GU twice a year and develops alumni association for related activities.
6. Plans, recruits for, and implements Home Owners Association (HOA) Training Academy including development of a network of HOA professionals to assist residents in conflict resolution. Provides additional neighborhood-based education sessions between regular semesters.
7. Plans, coordinates and implements community volunteer projects and activities, in conjunction with City residents, community-based organizations, corporations and city departments.
8. Assists with the formation of newly established neighborhood associations; encourages neighborhood development; initiates the formation of public-private partnerships; and develops and distributes brochures and newsletters.
9. Develops and coordinates a revised approach to neighborhood-based training initiatives such as the Neighborhood Leadership Forum and other related initiatives.
10. Attends neighborhood association meetings.
11. Develops and maintains neighborhood association and community association tracking systems and mailing lists.
12. Provides ongoing staff support to the Citizens' Advisory Commission on Neighborhoods.
13. Develops partnerships with other municipalities, community organizations, school districts, corporations and service provider agencies.
14. Researches, prepares and presents oral and written publications, reports and recommendations to neighborhoods, community organizations, boards and commissions, city management and staff.
15. Coordinates mediators and participants in the Community Mediation Program.
16. Assists the Neighborhood Partnership Administrator with the implementation of the City's 5-year Neighborhood Revitalization Plan.

### SECONDARY FUNCTIONS

17. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

Neighborhood associations and organizations involved in providing community and neighborhood services  
Neighborhood outreach, citizen response, and neighborhood development principals, practices, current issues and trends  
Principals and practices of neighborhood and program planning  
National neighborhood assistance programs and public outreach trends, methods and practices  
The principles and practices of public administration and local government structure and services  
Principals and practices of organizing, motivating and working with volunteers

### **Skill in:**

Use of Microsoft Word, Excel, Access and PowerPoint  
Customer service and problem resolution practices  
Volunteer and citizen interaction

### **Ability to**

Assess neighborhood conditions and determine needed improvements  
Demonstrate sensitivity to political/policy issues raised by elected officials, neighborhoods, and volunteers and articulate them to the City Manager  
Work cooperatively with neighborhood leaders, city officials, media representatives and the general public  
Present information clearly and persuasively to audiences of a diverse nature  
Act calmly, rationally, decisively, and tactfully in difficult situations  
Develop and establish positive working relationships with business leaders, community groups, elected officials, governmental agencies, volunteers, employees of all levels and the general public  
Identify and respond to City Council and citizen issues and concerns  
Conduct research, analyze findings and prepare clear and concise reports and recommendations  
Communicate effectively, both orally and in writing, with citizens of varying socioeconomic backgrounds  
Manage multiple projects at one time  
Effectively present programs to a diverse audience to include print, video, and electronic media and in person

## **WORKING CONDITIONS**

Office and classroom setting. Depending on the area emphasis, may perform extensive fieldwork.

## **MINIMUM REQUIREMENTS**

Bachelor's degree in Public or Business Administration, Urban Affairs, Political Science, Management, Economics or a related field and three years of progressively responsible citizen outreach and neighborhood assistance programs. Requires demonstrated experience interacting with the community and integrating community input.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

## **SPECIAL REQUIREMENTS**

A valid Arizona's driver's license  
Working and/or attend meetings on evenings and weekends is required