



## **Title:** Deputy Director – Neighborhood and Human Services

**FLSA STATUS:** Exempt from overtime under the Fair Labor Standards Act (FLSA).

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from the Neighborhood and Human Services Director.  
Exercises direct supervision of professional and para-professional staff.

### **MINIMUM QUALIFICATIONS**

- **Education:** Bachelor's degree in any field with major course work in in Public Administration, Business Management, or a related field. Other combinations of experience and education that meet the requirements may be substituted.
- **Experience:** Requires minimum of seven years increasingly responsible professional experience in a medium to large municipal Neighborhood Services Department, including at least two years of management/supervisory responsibility. Other combinations of experience and education that meet the minimum requirements may be substituted.
- **Licenses/Certifications/Special Requirements:** Valid AZ Driver's License upon hire.

### **PREFERRED/DESIRABLE QUALIFICATION(s):**

- Experience in a municipal or government setting.
- Five years minimum of previous supervisory experience is preferred.
- Five years of progressively responsible managerial experience in comprehensive strategic programs involving neighborhood engagement, revitalization, code compliance, human services, or community development activities is desired.

### **JOB SUMMARY**

The purpose of this position is to oversee and manage major functional areas of the Neighborhood and Human Services Department currently related to code compliance, human services, family and youth services, arts, culture, and special events, or similar future functional areas. Provides direction to the administration, planning, operations, and maintenance of Neighborhood and Human Services associated facilities. Manages daily operations of numerous divisions as outlined; prepares and manages the budget; provides oversight, guidance and supervision; represents all major program areas of the department in liaison activities; coordinates special projects across divisions and departments; provides significant input for master planning; attends a wide variety of meetings, conferences and training sessions; serves on committees; acts in the absence of the Director.



## ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Manages staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, monitoring staff performance and development.
2	Demonstrates continuous efforts to improve operations, streamline work processes, and work cooperatively and jointly to provide quality and seamless customer services.
3	Develops and interprets policy and provides staff direction on implementation of policies and procedures; ensures policy and procedure compliance; recommends changes and adjustments; establishes goals and objectives for the assigned functional areas of the Neighborhood and Human Services Department.
4	Prepares and administers the annual budget for assigned functional areas; prepares and reviews proposals for capital improvement projects for operational impacts; administers the annual budget for capital enhancement projects. Oversees and directs budget and research for reporting to Director, conduct fiscal/economic impact studies and cost/benefit analyses to prepare budget projections.
5	Fosters external customer relationships. Develops strategic partnerships with key contacts, community representatives, stakeholders and businesses; determines best practices for operations and contract management. Represents the City at community and outside organization functions. Promotes Peoria tourism through overseeing grants, marketing and professional contacts.
6	Completes planning activities. Establishes policies and procedures; identifies needs and resources; plans long range and strategic objectives.
7	Assumes leadership role in developing and maintaining intergovernmental and regional relationships with various agencies.



**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

<b>Physical strength for this position is indicated below with “X”</b>					
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

<b>Work Environment for this position is indicated below with “X”</b>					
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse	X
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation	

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computers, printers, scanners, copy / fax machine, calculator, smart phone, vehicle, maintenance equipment and related software.

**PROTECTIVE EQUIPMENT REQUIRED:**

None required.