



Title: Neighborhood Service Manager

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

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from the Deputy Director of Neighborhood and Human Services.

Exercises direct supervision over professional staff.

MINIMUM QUALIFICATIONS

- **Education:** Bachelor's degree in public administration, business, budgeting, or a related field and a minimum of four years of budgeting experience, and at least two years of supervisory experience, OR an equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for the job.
- **Experience:** Minimum of five years related experience. Requires broad knowledge of complex systems and procedures.
- **Licenses/Certifications/Special Requirements:** None required.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Attention to detail, ability to achieve specific objectives.
- Strong analytical and problem-solving skills.
- High level of integrity.
- Collaborative with others and exceptional interpersonal abilities.

JOB SUMMARY

The purpose of this position is to provide mid-level leadership and management of code compliance employees. Liaison to Finance/Budget, Materials Management and other City departments; manages budget activities; monitors service levels and delivery; develops and monitors training activities; develops policies and procedures; coordinates document processing and filing; ensures policies and procedures are followed; serves on committees; monitors expenditures and costs; completes related projects.



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	Motivates staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments. Sets goals, mentors, and completes annual performance evaluations for subordinate employees. Identifies training needs, seeks self and staff development opportunities; documents training attended.
2	Manages the process and completion of the department budget; completes assignments of development and administrative of areas such as annual budget, supplemental requests, monthly recap reports capital improvement projects and other areas as needed. Provides analytical support and direction to internal budget staff.
3	Provides Deputy Director and Director with regular updates on budget allocations and spending. Works with city staff to identify grant funding opportunities; determines who will write and administer grants in the police department. Reviews revenues and expenditures; presents proposals for approval; authorizes payments; monitors expenditures for recommended adjustments.
4	Manages, directs, coordinates and facilitates the activities of the Neighborhood Service Division; to serve as the liaison and coordinator of the City's neighborhood and homeowners' associations; 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 staff and senior management. The manager has a direct communication and advisory role to the City Council.
5	Determines and maintains services levels and delivery; interacts with City leaders and citizens regarding delivery and quality of service; participates as member of department's command staff. Serves on committees; researches information and documents; develops and implements models; recommends changes; prepares administrative reports.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"					
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.

Work Environment for this position is indicated below with "X"				
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
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, fax / scanner / copier, and related software, projector, telephone, calculator / adding machine, vehicle.

PROTECTIVE EQUIPMENT REQUIRED:

None required.