

CLASS TITLE: NEIGHBORHOOD SERVICES SUPERVISOR

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for supervising and coordinating Neighborhood Enhancement Team activities involved in implementing proactive education programs designed to organize neighborhood residents/groups to participate in neighborhood enhancement and revitalization efforts and to enhance code compliance, collaboration and coordination of public/private services in area neighborhoods and performs other related assigned duties.

ESSENTIAL TASKS:

- Plans, supervises, reviews and monitors the work of Neighborhood Services Enhancement Teams (NET)
- Reviews team recommendations regarding neighborhood problems and issues
- Responds to citizens, media and elected officials complaints and/or inquiries and monitors team investigations and resolutions
- Reviews neighborhood action reports and tracked program trends and makes recommendations regarding raised issues and program trends
- Oversees preparation of documents requiring City Council approval
- Monitors team research, evaluation efforts, promotions, publicity and performance and safety standards
- Shares departmental coordination activities involving demolition and zoning issues to ensure code compliance and promote public safety
- Administers, reviews and monitors third party contracts
- Monitors projects to ensure environmental review requirements and to enhance code compliance
- Assists in the preparation of the budget
- Reviews existing programs and provides recommendations for improvement
- Represents Neighborhood Services' section at public meetings
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in business or public administration, social science, urban planning, specialized program area or a related field and five (5) years of experience in urban program development or planning, including one (1) year of supervisory experience; or a bachelor's degree in business administration, social science, urban planning, specialized program area or a related field and three (3) years of experience in urban program development or planning, including one (1) year of supervisory experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: **Knowledge, Abilities and Skills:** Considerable knowledge of the principles and techniques employed in implementing public/private services and education programs in urban neighborhoods; considerable knowledge of the principles, method and practices of research and evaluation of community/neighborhood programs and user interests; and good knowledge of codes, laws, ordinances, rules and regulations related to nuisance and zoning issues and neighborhood maintenance. Ability to supervise employees involved in neighborhood enhancement activities; ability to communicate effectively, both verbally and in writing, including group presentations; ability to solve problems and situations concerning controversial community issues; ability to assess neighborhood conditions; ability to analyze budget and finances; ability to manage multiple priorities and maintain a positive work setting; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional carrying and pushing up to 50 pounds; occasional pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, crawling, handling, feeling, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

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Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1014

EEO Code: E-02

Pay Code: EX-36

Group: Engineering, Planning, and Technical

Series: Planner

Effective date: June 27, 2008