



**City of Phoenix**

## **NEIGHBORHOOD SERVICES DIRECTOR (Non-classified)**

**JOB CODE 18500**

Effective Date: New 06/92

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to direct and manage all the functions of a comprehensive Neighborhood Services Department. Work involves organizing and directing specialized development, housing, neighborhood maintenance and code enforcement, and citizen participation programs to improve the quality of neighborhoods throughout the city of Phoenix. Considerable discretion and independent judgment is required in performing the duties of this classification. Work is reviewed based upon results achieved. The Director reports to a Deputy City Manager.

### **ESSENTIAL FUNCTIONS:**

- Directs and oversees the activities of the department;
- Plans, implements, and reviews departmental short- and long-term goals;
- Consults with the City Manager, the City Manager's staff, and department heads on programs aimed at improving, preserving, and revitalizing neighborhoods;
- Prepares annual budgets, controls expenditures, and establishes operational standards for the department;
- Prepares and implements ordinances, resolutions, and policies affecting the department mission;
- Oversees and directs the implementation of the City's neighborhood improvement programs including strategies to facilitate the formation of neighborhood associations, involvement of neighborhood associations and residents in setting policies, and the coordination of service delivery among City functions;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

### **Required Knowledge, Skills and Abilities:**



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Knowledge of:

- Municipal finance, budgeting, personnel, and labor relations.
- Comprehensive principles and practices of urban planning, neighborhood revitalization, and community development.
- Principles and practices of local, state, and federal laws and ordinances related to existing housing and building and property standards;
- Managerial and administrative practices and procedures.
- The organization and direction of a comprehensive departmental operation.

Ability to:

- Understand community and social conditions to determine needs.
- Communicate with individuals and groups in a face-to-face, one-to-one setting, or by telephone.
- Direct and coordinate a multidisciplinary staff in code enforcement, housing, development, and neighborhood revitalization and preservation activities.
- Establish relationships and work cooperatively with City officials, boards and commissions, employees, and the general public.
- Perform a broad range of supervisory responsibilities over others.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work safely without presenting a direct threat to self or others.

### **Additional Requirements:**

- This position may require the use of personal or City vehicles on City business.
- Performs other marginal functions as assigned.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Five years of progressively responsible managerial experience in comprehensive programs involving neighborhood revitalization, urban planning, code enforcement, housing, and community development activities and a bachelor's degree in urban planning or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.