



City of Phoenix

NEIGHBORHOOD SPECIALIST

JOB CODE 18530

Effective Date: 06/94

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to plan, develop, and organize neighborhood associations in community self-help activities. Work requires the application of advanced planning and organizing techniques in directing and participating in a wide variety of neighborhood activities. The Neighborhood Specialist works independently to promote citizen involvement in neighborhood issues and serves as a liaison between the City, nonprofit agencies, private companies, and citizen and neighborhood groups. Incumbents develop and plan programs to generate citizen involvement in property maintenance and neighborhood improvement efforts within identified neighborhoods; identify potential neighborhood groups and leaders; assist with the formation of newly-established neighborhood associations; encourage neighborhood development; initiate the formation of public-private partnership; and develop and distribute brochures, newsletters, and other materials to inform neighborhood associations of issues and projects. The Neighborhood Specialist works under the general supervision of a Neighborhood Specialist, Assign: Lead or the Deputy Neighborhood Coordination Director.

ESSENTIAL FUNCTIONS:

- Provides guidance and assistance to neighborhood associations with complex socioeconomic problems;
- Makes policy recommendations to the Deputy Director and/or the Director on needed changes in City policies to improve neighborhood-oriented service delivery and problem solving;
- Facilitates neighborhood and community-based problem-solving;
- Plans programs to generate citizen involvement in property maintenance and neighborhood improvement efforts within identified target neighborhoods;
- Provides support to neighborhood associations in obtaining and coordinating community services;
- Organizes and provides leadership to citizen groups and committees;
- Develops and encourages continuing neighborhood participation in neighborhood improvement efforts;
- Provides information to the neighborhood organizations;
- Attends neighborhood association meetings;



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- Prepares and conducts presentations to community groups about neighborhood programs or other related neighborhood improvement programs;
- Prepares management and City Council reports;
- 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:

Knowledge of:

- Neighborhood associations and organizations involved in providing community and neighborhood services.
- Principles and practices of neighborhood and program planning.
- National neighborhood assistance programs and public outreach trends, methods, and practices.
- Funding resources for grants.
- Federal, state, and local laws, ordinances, rules and regulations related to zoning and neighborhood maintenance.

Ability to:

- Assess neighborhood conditions and determine needed improvements.
- Works cooperatively with neighborhood leaders, city officials, media representatives, and the general public.
- Communicate effectively with citizens of varying socioeconomic backgrounds.
- Act calmly, rationally, decisively, and tactfully in difficult situations.
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Works cooperatively with management-level governmental officials at the municipal, county, state and federal levels and executives of business, private agencies, and community leaders.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to



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drive a City vehicle or if the employee does not have personal insurance coverage.

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Four years experience in planning, developing and organizing neighborhoods including experience in community relations work and with neighborhood associations plus a bachelor's degree in planning, urban affairs or public administration. Other combinations of education and experience that meet the minimum requirements may be substituted.