

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Community and Neighborhood Services Director	Job Code: 2117
Date: June 3, 2019	EEO Code: OA
FLSA Designation: Exempt	Civil Service Status: Non-Covered

DEFINITION: This is executive direction and administration over the various divisions and related programs in the Community and Neighborhood Services Department.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Chief Administrative Officer for the efficient and effective administration of the Community and Neighborhood Services Department and performs all duties under administrative direction. This work is distinguished by its overall responsibility for the functions of long-range planning, zoning enforcement, ombudsman services, federal and state grant administration, community development, parking management, and sustainability programs.

ESSENTIAL DUTIES: Oversee and direct all activities, programs, employees, and strategies of the Community and Neighborhood Services Department by establishing and implementing policies, procedures, and standards in compliance with applicable laws, rules, regulations, and within the Administration's policy guidelines; ensure division directors, managers, and supervisors meet production goals and deadlines; analyze department operations and activities to identify and resolve areas of inefficiency and administrative and operational concerns; hold regular staff and coordination meetings to ensure department objectives are met; ensure appropriate documentation of department activities; prepare and monitor departmental budget; monitor and approve purchase orders and expenditures; resolve problems; assess community needs and desires for quality growth and economic improvement; advise and make recommendations on related issues to the Municipal Council and Administration; serve as liaison to State and Federal agencies as required; provide oversight and executive direction to the following functions: Long Range Planning, by coordinating Master Plan activities of the City and working with the Transportation Mobility Advisory Committee; Zoning Enforcement, by coordinating code and other law compliance to meet City and resident needs; Ombudsman, by managing the City's resolving resident problems and issues related to services provided by the City; Grant Administration, by ensuring City compliance with Federal and State grants related to housing and community; Parking Management and Sustainability, by overseeing a comprehensive City parking plan and environmental sustainability program.

Supervise, plan, and coordinate work of assigned staff including scheduling workload and coordinating workflow; ensure staff training; review various work records and reports and ensure work is completed accurately and efficiently within deadlines; identify, evaluate, and resolve personnel concerns; conduct performance evaluations on management staff and enact rewards and discipline if needed; make staffing decisions including hiring and firing; represent the department in various meetings and on multiple boards; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Urban and Regional Planning, City Planning, or closely related field and five (5) years of progressively responsible planning experience, two (2) years of which were supervisory **OR** Master's degree in Planning, Public Administration or closely related field and three (3) years of job-related experience **OR** an equivalent combination of job-related education/training [substituting each one (1) year of post-secondary education/training for six (6) months of experience].

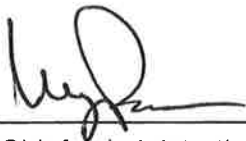
License(s)/Certification(s): A valid, lawful Driver's License is required. AICP certification is preferred.

SELECTION FACTORS: ***Knowledge of:*** urban planning and zoning principles and practices; planning implementation techniques; goals and objectives of planning and land-use programs; research methodology and statistical analysis; supervisory and management principles, techniques and methods; parking issues; environmental sustainability; federal grant application use, and retention; related laws, codes, rules and regulations governing functions of the position; policies and procedures established for the work system; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar; budget preparation; administrative processes. ***Skill in:*** interpersonal relations and management as applied to the direction and supervision of employees; dealing with the public, Administration, elected officials, and City staff in a pleasant, courteous, and calm manner in all circumstances; gathering and analyzing data and development plans; evaluating programs and procedures; practicing trust-building behaviors. ***Ability to:*** quickly and accurately perform work; deal with the public, Administration, elected officials, and City staff in a pleasant, courteous, and calm manner in all circumstances; communicate effectively both verbally and in writing; mediate conflict; develop and maintain effective working relationships with the public, co-workers, and superiors; evaluate programs and procedures; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; lead the work of others.

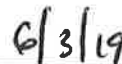
TOOLS AND EQUIPMENT USED: Computer, basic office machines/equipment, motor vehicle, basic software and word processing programs, various software programs specific to the divisions of Community and Neighborhood Services.

PHYSICAL DEMANDS: Requires sitting at a computer or desk for long time periods while maintaining concentrated attention to detail, walking on undeveloped or broken ground during site visits, and working extended hours when necessary.

ENVIRONMENTAL FACTORS: Requires possible exposure to adverse weather conditions, project or construction site hazards, or exposure to high-stress situations or environments, including meeting frequent deadlines and making contact with the public and employees in confrontational or unpleasant circumstances.



Mayor/Chief Administrative Officer



Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.