

**PURPOSE OF THE CLASSIFICATION:** Under general direction of the Mayor of Tulsa, works with City of Tulsa departments, groups, individuals, and citizens to identify, explore, and assist in determining options to help resolve conflicts, problematic issues or concerns, and to bring systemic concerns to the attention of the organization for resolution; and performs other related duties as assigned.

**ESSENTIAL TASKS:**

- Acts with the accountability as a designee of the Mayor in order to accomplish the duties of the position
- Support employees and other stakeholders to provide effective and efficient services to Tulsa citizens
- Creates and maintains a triage system to ensure the front-line channels for Customer Service are being used prior to engagement with the Citizen Advocate
- Works with department leaders to identify departmental liaisons to help create and implement a process to effectively address and correct maladministration or process deficiencies
- Participate in efforts that determine the appropriate combination of policy, programs and services, systems building, convening, research, and partnerships that the City of Tulsa should undertake to create sustainable, measurable improvement in services
- Provide an informal and confidential space for Tulsans and department staff to identify and address issues
- Implement transparent governance when coordinating public plans, strategies, policies, and programs
- Build community awareness pertaining to city initiatives, projects, and plans and programs
- Address interpersonal and group conflict(s)
- Proactively researches and identifies systemic issues to increase customer satisfaction with departments
- Apply a neutral and objective lens to resolve municipal challenges related to policies, procedures or practices
- Attend community events to inform Tulsans about the office of the Citizen Advocate and help connect them to the City of Tulsa's programs and services
- Reports 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: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of 120 hours from an accredited college or university; **and**,
- (b) Eight (8) years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Municipal services
- Program managements
- Policies and procedures
- Human Centered Design
- Community engagement

Ability to:

- Timely and effectively solve complex, urgent, and/or critical problems of significant importance
- Effectively communicate strategies

- Galvanize individuals to work together to make change
- Utilize the highest level of interpersonal skill to understand, select, develop, and motivate people at any level within or outside the organization
- Communicate effectively and professionally across a diverse customer base

Skill in:

- Project management
- Writing and presenting

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, sitting, bending, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license.

**WORKING ENVIRONMENT:** Working environment is primarily indoors, in an office setting and may require travel to various City locations.

**EEO Code: E-01**

**Group: Clerical & Administrative**

**Series: City Development**