

CLASS TITLE: NEIGHBORHOOD LIAISON

PURPOSE OF THE CLASSIFICATION: Under general supervision performs City wide program planning in the development, coordination and implementation of neighborhood programs that allow area residents to organize and improve their neighborhoods, working as part of the Neighborhood Enhancement Team and performs other related assigned duties.

ESSENTIAL TASKS:

- Coordinates numerous City and neighborhood specialized programs and services
- Designs new programs, secures instructors or volunteers, handles contracts and schedules specialized programs at sites throughout the City to provide the highest level of measured customer satisfaction
- Attends various meetings to provide assistance for the Neighborhood Enhancement program and promote citizen involvement in neighborhood development activities including programs related to housing and homeownership
- Provides technical assistance in the form of facilitating neighborhood meetings, planning special neighborhood enhancement projects/events, and other neighborhood development projects
- Provides assistance, guidance and disseminates information to neighborhood groups about accessing City services and programs to address neighborhood needs/issues including problems related to housing and homeownership
- Generates neighborhood action reports to follow up on issues raised at community meetings
- Provides information and assists with registering neighborhood associations and block groups
- Works closely with citizens, non-profit agencies, community leaders, local businesses and City departments to help leverage opportunities that promote and support neighborhood stabilization and vitality
- Schedules and communicates with department/facilities staff, neighborhood groups and community agencies to enhance resource needs
- Performs planning duties including program research and evaluation
- Tracks housing program trends, develops and conducts surveys, analyzes data, prepares reports for the Mayor, Director of Working in Neighborhoods and others
- Provides information and technical assistance to citizens and organizations on the homeownership process within the City of Tulsa
- Tracks program trends and user satisfaction
- Develops program standards to meet participant's needs and wants
- Motivates, leads and coaches staff to achieve performance standards
- Monitors and coordinates assigned budget area
- Prepares reports and correspondence and communicates with appropriate organizations as directed
- Coordinates promotion and publicity with appropriate staff
- Writes program descriptions for flyers, brochures and publications including outlined benefits
- Investigates and resolves problems and complaints from the public
- Promotes and stimulates good community relations and interaction with partnerships, user groups and affiliations, encouraging participation in homeownership programs and neighborhood associations
- Serves as a liaison to local housing agencies and committees; assists with investigations and helps address vacant and abandoned structures within a neighborhood
- Periodically reviews and recommends changes for flow charts on policies and procedures for improved efficiency and effectiveness
- May develop volunteers to assist in delivery of program services and projects
- Seeks non-department funding sources and program sponsorships and community partnerships to add value to existing programs
- 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 a bachelor's degree in specialized program area or related field and two (2) years of experience in program development; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the principles and techniques employed in developing programs; considerable knowledge of the principles of research and evaluation of community/neighborhood programs and user interests; and considerable knowledge of training, facility and material resources used in a broad program offering. Ability to understand program area, social and cultural interests, needs and conditions throughout the City; ability to make presentations to neighborhood and civic groups; ability to resolve situations concerning controversial community issues; ability to assess neighborhood conditions; ability to communicate both verbally and in writing; ability to operate a computer, analyze budget and finances and lead personnel; 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 lifting and carrying up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, handling, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certification: None.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; outdoors and in inclement weather and may require some evening and/or weekend work.

Class Code: 2528

EEO Code: N-02

Pay Code: AT-32

Group: Engineering, Planning and Technical

Series: Planner

Effective date: November 2, 2015