



City of Tempe

NEIGHBORHOOD PROGRAM MANAGER

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	006	<i>Department:</i>	Community Development
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified**	<i>Market Group:</i>	Deputy City Manager
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

****This classification is unclassified which means the employee, or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.**

REPORTING RELATIONSHIPS

Receives general direction from the Community Development Director.
Exercises direct supervision over professional staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three (3) years of experience in neighborhood program administration or public outreach programs, preferably in municipal government.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major course work in business administration, public administration, or degree related to the core functions of this position. A master's degree is preferred.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To manage, direct, coordinate and facilitate the activities of the Neighborhood Services Division; to serve as the liaison and coordinator of the City's neighborhood and homeowners' associations; to oversee and coordinate the Neighborhood Grant Program and related activities; to organize activities and programs with other divisions, departments, outside public agencies and committees; and to provide highly complex staff assistance to the City Manager and senior management. The Director has a direct communication and advisory role to the City Council.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Advise Mayor and Council, City Manager and senior management on neighborhood issues; serve as staff person for Council Neighborhood Quality of Life and Public Safety Committee; research, prepare and present oral and written reports and recommendations to Council and senior management.
- Address neighborhood associations and other public groups regarding neighborhood issues and concerns; assist citizens with inquiries and problem identification, resolution and follow up; facilitate neighborhood association meetings; monitor neighborhood association activities.
- Research policy issues on specific neighborhood concerns and arrange meetings between neighborhood representatives and City staff and/or elected officials.
- Coordinate response to neighborhood issues with other departments, agencies and strategic teams.
- Maintain records and files of neighborhood and homeowners' associations; respond to inquiries for information on neighborhood and homeowners' associations.
- Chair the Neighborhood Service Team (NST) working to address and resolve a wide variety of citizen issues and concerns; make recommendations and write reports outlining potential solutions.
- Develop and direct informational and recognition programs for citizens, including annual Neighbor of the Year, Beautification Awards, workshops, newsletters and related printed materials.
- Manage annual Neighborhood Grant Program application review and selection process as well as funding allocations.
- Serve as staff liaison for the Neighborhood Advisory Commission.
- Prepare and oversee "Letters of Authorization" for off-hours construction projects for the City Manager.
- Prepare the Neighborhood Services Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment materials, and supplies; administer the approved budget.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;

- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective October 1994
Revised July 2002 (range changed)
Revised November 2004 (job duties updated)
Revised February 2005 (range adjustment)
Revised April 2008 (job duties updated)
Revised December 2010 (job title change)
Revised April 2021 (update physical demands and work environment)