ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Neighborhood & Community Engagement
Job Code: 1080
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to serve as a liaison to City neighborhoods and community organizations, to educate and support neighborhood efforts and to provide guidance, advice, and coordination to City departments on all public engagement and outreach efforts.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Serves as a liaison between the City and neighborhoods and community members: maintains and enhances a communication network with neighborhood associations and community groups; creates contact database; creates and posts social media content; maintains Neighborhood Services page of City's website; creates and distributes newsletters and emails; attends neighborhood and community association meetings; provides information and updates about City services, events, current issues, and projects. receives and responds to requests by neighborhoods and community organizations; directs them to necessary City services for resolution; and assists in the development of neighborhood plans.

Plans, recommends and facilitates City efforts in community engagement: attends department, project and other meetings; provides information regarding best practices for public engagement; assists in providing needed

resources for public engagement efforts; informs departments of issues impacting neighborhoods; collaborates and recommends solutions to mitigate community concerns; coordinates activities of internal city staff liaisons; provides guidance and direction regarding common concerns, trends and recommendations; prepares reports and presentations; and organizes and coordinates meetings between various neighborhoods and/or departments, as needed.

Serves as staff liaison to Neighborhood Advisory Committee: attends meetings and reports on staff activities; prepares meeting materials and information; maintains and updates information on related City webpage; prepares and publishes meeting notices; provides information and updates to the NAC regarding City initiatives, neighborhood concerns or other matters; provides information and recommendations regarding trends and ideas for neighborhoods; participates in recruiting new committee members; and conducts orientation of all new committee members.

Creates and implements public engagement programs for emerging community concern:; meets with community and neighborhood groups to hear concerns, share information, and build relationships to support future engagement efforts; assists neighborhoods, nonprofits and stakeholder groups in developing collaborative partnerships with City staff and community groups; provides information on development projects and other significant City services and events; administers Neighborhood Grant Program; and participates in and/or attends neighborhood and community events.

Communicates with supervisor, co-workers, other City employees, neighborhood and community agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, tree maintenance requests, outdoor event requests, neighborhood registrations, neighborhood plans, meeting minutes, committee reports, staff activity reports, community issues and resolutions, meeting agenda, newsletters, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Communications, Public Affairs, Planning, or a related field required; supplemented by five years of progressively responsible experience in planning, community engagement, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary

to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to work with others to coordinate the more complex programs and more complex problems associated with the responsibilities of the job. Often represents the department and/or organization when dealing with others.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.