

City of Fort Worth, Texas

Job Description

Classification Title	Neighborhood Services Manager		
Job Code	PR2811	Job Family:	Professional
Pay Grade	612	Date Created:	09/03/2015
FLSA Status	Exempt	Date Revised:	01/06/2022

GENERAL SUMMARY

Under the general supervision of the Assistant Director of Neighborhood Services, coordinates and facilitates efforts to make City neighborhoods more livable and the residents of neighborhoods in flourishing. This occurs by facilitating engagement between residents, neighborhood organizations and city staff; providing programs and services to neighborhood organizations and residents; developing solutions to complex neighborhood-based issues and concerns and coordinating the investment of city, state, and federal resources to neighborhoods and residents.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Manages and facilitates meetings with community leaders, neighborhood organizations, citizens and serves as a liaison between the city departments.
2. Manages communications with property owners and neighborhoods to resolve complex issues that directly impact City neighborhoods, such as housing, poverty, gentrification, re-investment, maintenance, neighbor relations programs, and local ordinances.
3. Participates in the development of policies and procedures to address neighborhood and resident needs and coordinates programs and services to improve communication, outreach, and support to neighborhoods, including the implementation of special projects and programs.
4. Manages and participates in the development and implementation of programs and services utilizing large and complex federal, state and local grants and funds, such as (but not exclusively) Community Development Block Grants, Housing Opportunities for Persons With AIDS (HOPWA), HOME Investment Partnerships Program (HOME), Emergency Solutions Grant (ESG), and federal and state Emergency Rental Assistance.
5. Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; and implements adjustments.

6. Ensure compliance with federal, state and local legal contracts and program requirements and coordinates department's understanding and implementation of existing and new state and federal legislation related to programs and funding.
7. Assists with and confers with federal and other government officials in order to negotiate contracts for federal, state, and local financial assistance.
8. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned programs, service delivery methods, and procedures toward the continuous improvement of city services.
9. Manages employees that delivers local, state, and federal programs and services through direct-service, web-based applications, and partnerships with non-profit partner.
10. Leads the implementation of technology and software programs that provide programs and services to residents; trains staff to use software and technology to ensure full implementation
11. Conducts community information meetings, seminars, and in-house training on neighborhood programs and issues
12. Maintains professional and technical knowledge by attending educational workshops and reviewing professional publications.
13. Performs other related duties as required.
14. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principles of supervision, training and performance evaluation.
 - Methods, principles, and practices of Neighborhood Services improvement programs and strategies.
 - Methods and techniques of problem solving, team leading, research procedures, and public relations.
 - Principles and practices of Neighborhood Services improvement programs, urban economics and development.
 - Current literature, information sources, and research techniques in the field of Neighborhood Services improvement programs.
 - Contracts and contract compliance
 - Principles of both municipal and federal grant budgeting and control.
 - Pertinent Federal, State and local laws, codes and regulations applicable to Neighborhood Services programs and services.
 - Implementation of technology and software programs that deliver programs and services to residents
 - Reporting and dashboarding of program/services progress
 - Office equipment including computer and supporting work processing and spreadsheet applications.

- City policies and applicable State laws, as assigned.
- City's financial and purchasing policies and procedures.
- **Skill in:**
 - Organization and time management.
 - Facilitation.
 - Interpersonal relations.
 - Computers and applicable software; implementation of technology and software.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Select, supervise, train and evaluate, organize and review the work of subordinate co-workers.
 - Interpret State and Federal programs and how these relate to neighborhood services.
 - Analyze and compile statistical information.
 - Prepare and present graphical presentations.
 - Analyze data and trends.
 - Perform technical, demographic, and economic studies using mathematical modeling.
 - Review properties and structures for compliance with current city zoning codes and regulations.
 - Interpret and explain current City policies and procedures.
 - Prepare clear and concise reports.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university and three years of experience in city or regional planning, community or economic development, code enforcement, social or human services, public or business administration or closely related field.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.