



HUMAN RESOURCES DEPARTMENT

## POSITION DESCRIPTION

<b>TITLE:</b>	<b>Neighborhood Services Representative</b>	<b>LAST UPDATED:</b>	02/06/2015
<b>DEPARTMENT:</b>	Development Services	<b>JOB CLASS:</b>	
<b>REPORTS TO:</b>	Code Enforcement and Animal Control Manager	<b>FLSA DESIGNATION:</b>	Exempt

---

**Summary:** Under general supervision of the Code Enforcement and Animal Control Manager, the Neighborhood Services Representative performs professional planning and project management to aging neighborhood and community infrastructure. Must have working knowledge of municipal planning, comprehensive long range planning, municipal ordinances, and project management and provide staff support to elected and appointed boards and commissions.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.*

### Essential Job Functions:

- Prepares neighborhood and community development planning documents and provides status reports for management as requested.
- Collects and maintains demographic and housing stock data for preparation of plans, reports and analysis.
- Performs needs assessment surveys and collects, analyzes, and interprets data for use in developing recommendations for housing programs.
- Seeks additional funding sources to support new or existing programs and development projects.
- Meets with community groups and other interested parties to share information and gather input for plans, programs and projects.
- Works with other divisions and departments to develop action plans and coordinate efforts to assist aging neighborhoods.
- Provides staff support to elected and appointed boards and commissions.
- Coordinates with other City Departments on projects.
- Develops contracts, requests for proposals, forms, procedures, and systems necessary for implementation of programs and projects.
- Maintains project files, tracks expenditures, monitors project budgets, and reviews project progress to ensure timely completion and compliance with state and federal regulations from inception to completion.
- Organizes neighborhood planning groups for specific areas of the City and assists them in identifying challenges and opportunities, prioritizing the needs of their neighborhoods, and preparing short and long term plans to meet those needs.
- Develops and compiles information from surveys and research for use with individual neighborhood plans and/or as a general resource for neighborhood planning.
- Recommends objectives and strategies for inclusion in the Comprehensive Plan.
- Visits potential and existing project sites.

**Other Important Duties:**

- Travels to attend meetings, conferences and training.
- Attends after hours meetings.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential

**Required Knowledge and Skills:**

- Knowledge of Federal, State, regional and City environmental, conservation, zoning and urban planning regulations, ordinances and codes.
- Knowledge of research, analysis, development, interpretation, and implementation techniques for neighborhood planning and zoning proposals.
- Knowledge of long and short term planning forecasting, developing, amending, implementing and enforcing codes and ordinances.
- Knowledge of computers and related equipment, hardware and software for database development, maintenance and retrieval and geographical information system utilization for layer mapping.
- Knowledge of City policies and procedures.
- Strong interpersonal skills.
- Skill in effective oral and written communications.
- Skill in conducting inspections and investigations and enforcing codes, ordinances and regulations.
- Skill in providing administrative support to politically appointed or elected boards and commissions.
- Skill in planning, recommending, developing and implementing public policies and procedures related to urban planning and zoning.
- Skill in mediating, negotiating and resolving customer complaints and concerns.
- Proficiency in the use of computers.

**Preferred Education, Experience, and Certifications:**

- Bachelor's Degree in Urban Planning, Public Administration or related field, **and** two (2) years of urban planning, public administration and/or zoning project development and zoning enforcement; **or** equivalent combination of education and experience.
- May be required to obtain American Institute of Certified Planners Certification.
- May be required to obtain Certified Zoning Enforcement Officer certificate from the American Association of Code Enforcement.
- Must pass a pre-employment drug screen, criminal background and MVR check
- Must possess valid State of Texas Driver's License.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in office and occasionally on site field environments.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to exposure to heavy equipment common to construction sites.
- May be subject to extended periods of standing, walking over rough unstable terrain and lifting when conducting site inspections, reviewing subdivision and development plans, or presenting information at public meetings.
- May be exposed to hostile or angry citizens and/or developers.
- Must be able to lift up to 50 pounds.

**Equipment and Tools Utilized:**

- Equipment utilized includes personal computer, copier, calculator, fax machine, ruler, engineering scale and department vehicle.

**Approved By:**

Signed by John Lettelleir, Dir of Development Services  
*John Lettelleir, Director of Development Services*

02/19/2015  
*Date*

  
*Shannon Allyn, Human Resources Generalist*

02/19/2015  
*Date*