

NEIGHBORHOOD SERVICES COORDINATOR

SUMMARY:

Under general supervision, oversees the Mayor's Citizens action response program handles and tracks various internal/external concerns and requests, maintains and coordinates resources within the City in an effort to resolve outstanding issues, develops methods to improve community relations and customer service, maintains contact with the City Administrator and reports patterns of ongoing and difficult situations with the City organization; may perform related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are not in any hierarchical order)*

1. Reviews, researches, and responds to citizen's requests for information or service.
2. Speaks to business, civic groups, and professional groups regarding the City's activities and solicits the cooperation, support, and understanding of the same.
3. Attends and participates in conferences and meetings when such meetings relate to neighborhood enhancement and development.
4. Works with appropriate City departments to coordinate resources.
5. Administers Mayor's citizen action response program on a daily basis.
6. Acts ad liaison with City organizations and homeowners associations to promote City's customer service program and to create awareness.
7. Develops and maintains a tracking log of all requests for information or service. Monitors departmental response time to requests for service or information. Ensures and facilitates response to emergency and critical matters as reported.
8. Makes recommendations to the City Administrator and Mayor on ways to improve the City's response to the citizens needs and requests.
9. Attends commission meetings, public hearings, community meetings, and other public hearings and events as requested by the Mayor.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of City's and departmental policies and procedures.
- Knowledge of computer programs and various software applications.
- Knowledge of organizational structures, functions, and operations of City government.
- Skills in customer service, human relations and communications.
- Ability in problem resolution and decision-making.
- Ability to communicate effectively both verbally and in writing.
- Ability to handle special projects of diverse nature.
- Ability to interface effectively with the general public to solve customer concerns.
- Ability to organize and determine priorities.
- Ability to plan and assign the work of others.
- Ability to coordinate the delivery of City services to meet citizens needs, through interface with City departments.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

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PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: While performing the duties of this job the employee is frequently required to sit, talk or hear, grasp, reach with hands and arms, and use hands and/or fingers, handle, operate objects, tools, and controls. The employee is occasionally required to walk, stand, climb or balance, stoop, kneel, stand, push, pull and lift and/or move objects of up to 10 pounds, and perform other similar actions during the course of the workday. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with a major in Public Administration, Business Administration, Political Science or related field, and three (3) years work related experience, or any equivalent combination of training and experience.

A valid State of Florida driver's license, required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.