

**CITY OF SALINAS  
NEIGHBORHOOD SERVICES COORDINATOR**

**NEIGHBORHOOD SERVICES COORDINATOR**

**BARGAINING UNIT/CLASS CODE:  
SMEA/C55**

**DEFINITION**

Under general direction, serves as a resource and liaison for neighborhoods by facilitating the development and achievement of neighborhood collaborative problem solving including but not limited to building civic partnerships between City staff, residents, community organizations; engages a variety of City departments and other public agencies in the community empowerment problem solving process; supports and teams with other City staff working on neighborhood issues. Organizes, plans, publicizes, coordinates and conducts outreach programs.

**DISTINGUISHING CHARACTERISTICS**

This is a single position classification. It is characterized by the responsibility to work with neighborhoods and their residents to building community consensus, and by its knowledge of and experience with strategic planning, vision and values, and neighborhood issues. The incumbent has considerable latitude in applying departmental policy, follows general guidelines and professional and administrative standards in accomplishing assignments, and is responsible for planning and organizing his/her own work, developing appropriate programs and seeking direction from and providing recommendations concerning policy and priorities to the Deputy City Manager and City Council for approval.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Deputy City Manager or as designated. May exercise general supervision of others, including staff and/or volunteers on a task oriented basis.

**ESSENTIAL JOB FUNCTIONS OF THE POSITION** Duties may include, but are not limited to the following:

Represents the City and coordinates ongoing relationships between the City and neighborhood groups. Participates in the development of strategies to assist the City and other agencies to work with neighborhoods in planning and implementing projects which will impact the neighborhoods; serves as an advocate for change in order to improve neighborhood quality of life. Facilitates community group efforts to identify issues and neighborhood strengths and weaknesses; participate in developing options for resolution of neighborhood problems. Implements programs to address neighborhood and community issues. Market the City's housing rehabilitation programs. Serves as a resource for neighborhood groups, seeks resident involvement, as partners, in making decisions that affect their neighborhood. Coordinates and/or provides training to develop residents' skills in leadership, team building, collaborative decision making, conflict resolution, issue and interest identification, options development, and group problem solving. Develops and maintains ongoing partnerships with city departments and with community and neighborhood groups; facilitate involvement of City and other agency staff in neighborhood improvement and community building efforts. Assists in building City employees' capacity for engaging with residents, community groups and other agencies in collaborative, creative ways to foster partnerships, and initiative on the part of community groups and residents. Develop effective information and resource sharing between the public, private and non-profit sectors and key constituencies. Identifies City and other resources which can be used in neighborhood problem solving; identify key stakeholders and direct service providers; coordinate neighborhood projects and services across departmental lines and funding sources and between different agencies to ensure success in meeting project goals and timelines. Plans, prepares and schedules community and resident meetings. Researches, reviews and analyzes problems and issues, identifies options and their potential consequences and make recommendations. Prepares analytical and technical reports. Participates in neighborhood work projects and provides a City staff presence at community events. Prepares and makes presentations to community groups, commissions, advisory bodies, and the City Council. Supervises and recruits volunteers. Keeps City management and City policy makers apprised of neighborhood issues, activities and events. Market City services as may be appropriate. Promote and maintain safety in the work place. Perform other related duties as assigned.

**CITY OF SALINAS  
NEIGHBORHOOD SERVICES COORDINATOR (continued)**

**PHYSICAL AND MENTAL CHARACTERISTICS**

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computers, business machines and related equipment; vision sufficient to read printed materials, visual display terminals; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead; physical mobility sufficient to move about the work environment, physical strength to lift up to 30 lbs.; physical stamina sufficient to sit, stand or walk for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

**WORKING CONDITIONS**

Business office working environment subject to sitting at a desk or standing at a counter for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal. Occasionally, work conditions involve directing activities of volunteers in an outdoor environment, in all weather conditions.

**QUALIFICATIONS**

**Knowledge of:**

Surveying and other techniques used to gather information from the general public, community groups, and the business community. Research methods and procedures. Effective written and oral communications techniques used in working with individuals from a diverse ethnic and socio-economic background. Principles and techniques for influencing community members. Principles and practices of planning and promoting programs. Conflict resolution techniques. Operation of personal computers with proficiency using word processing programs.

**Ability to:**

Develop and implement projects and processes designed to maximize the involvement and participation of residents to address (and resolve) neighborhood and community issues and problems. Develop and maintain effective working relationships with individuals from diverse ethnic and socio-economic backgrounds. Maintain accurate records and prepare reports. Organize and promote events and programs. Communicate effectively, both orally and in writing, to the community served. Work in a variety of settings including offices, community meetings, classrooms, private homes and business, in the City's recreational facilities and on the streets of the community. Use of a variety of office equipment, including telephones, fax machines and computers. Participate in a variety of neighborhood projects, such as clean-up, community safety and code enforcement projects. Travel independently within and outside City limits to perform the assigned duties and responsibilities. Work evenings, weekends and holidays. Promote the mission, values and standards effectively in a public organization, particularly in the area of customer service.

**License or Certificate:**

Possession of a valid California (Class C) Driver's License.

**Education and Experience:**

An example of the education and experience which most likely demonstrates the knowledge, skills and abilities required would be any combination equivalent to graduation from an accredited four-year college with a degree in Public Administration, Organizational Development, Business Administration, Communications or a closely related field and one (1) year of responsible experience involving program coordination and/or management.

Reviewed \_\_\_\_\_  
Department Director

Approved \_\_\_\_\_  
Human Resources Officer

Approval Date \_\_\_\_\_

**ORIG: 7-97, REV: 07-06**