Job Description

Job Title:	Neighborhood Improvement Supervisor	Classification:	Classified
Department:	Planning, Development, Neighborhoods	Grade:	300
Occupational Group:	Code Enforcement and Inspection	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under general supervision, performs a variety of duties related to City of Joplin community and neighborhood development functions, as well as plans, coordinates, and reviews the day-to-day activities of subordinate and assigned staff responsible for neighborhood improvements, code enforcement, and volunteer programming.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Manages the Neighborhood Revitalization Program and oversees the development of other neighborhood plans; implements strategies for the revitalization of city neighborhoods; facilitates collaborative links between the City of Joplin and community organizations, neighborhoods and local institutions involved in programs to strengthen families and neighborhoods.
2. Plans, coordinates, assigns, and reviews the work of Neighborhood Services activities and staff to ensure that strategies and programs for the revitalization of the city's neighborhoods are met. Advises neighborhood associations and groups on available resources to meet a particular need in the neighborhood.
3. Manages the tracking, reporting, and follow through of code complaints utilizing assigned methods and software programs.
4. Skill in establishing and maintaining effective working relationships with the employees, community leaders and the general public and all areas of the city.
5. Gathers data and performs analysis on information about neighborhood trends. Generates queries and reports from databases to provide information for projects.
6. Serves as the liaison between the neighborhoods and city staff and volunteers. Interacts with community representatives and City departments concerning the neighborhood planning process.
7. Supervises the volunteer functions for city projects and programs as they pertain to working in neighborhoods. Assists other agencies with their volunteers and assigns projects and deadlines.
8. May assist with the preparation of state and federal grant applications and administration of awarded grants. Compiles data required to meet grantor standards. Summarizes information and data and prepares documents in support of the neighborhood services function. Evaluates community and neighborhood needs, ensures work quality, evaluates progress, recommends changes, identifies problem areas and determines successes.
9. Contributes effectively to the Planning, Development and Neighborhood Services Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
10. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
11. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
12. Participates in hiring and promotional processes by providing critical input to the Department

Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.

13. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget expenditures for non-personnel costs, to the Department Director to ensure spending is minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Various City of Joplin nuisance ordinances enforced, including weed/brush, trash/rubbish, fences, and inoperable/abandoned vehicle ordinances; enforcement procedures for City code and ordinance violations; regulations and procedures for issuing building permits and electrical and plumbing licenses; location of streets and addresses in the City of Joplin; Microsoft Office Suite.

Skill in: Providing effective leadership; planning, assigning, and directing the work of subordinate operating units; plan, initiating and executing long-term programs; relating Department programs with other municipal programs, goals, and objectives; speaking and dealing tactfully and effectively with the people; evaluating the performance of subordinates in both routine and emergency situations and conditions; communicating effectively, both verbally and in writing. Establishing and maintaining effective working relationships with property owners, other City employees, and the public; understanding and interpreting complex regulations and guidelines; Microsoft Office Suite.

Education: An undergraduate degree in Public Administration, Business Administration, Planning, or a closely related field and five years related experience.

Experience: Three years related experience, such as working with a variety of individuals, volunteers and/or groups, and working with grants; at least two years of which involved supervisory responsibilities.

Licenses and Certifications: Missouri driver's license.

Physical Demands Requirements and Working Conditions

This position works in both an office classification and in the field. Must possess mobility to work in and around City buildings and facilities, to operate a motor vehicle and drive on city streets; stamina and mobility to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or field computer/tablet, camera, and operate necessary tools and equipment. The fieldwork requires walking in areas to perform nuisance investigations and identify problems or hazards. The position requires one to bend, stoop, kneel and reach when completing fire scene operations or inspections. Must be able to lift, carry, push, and pull materials and objects weighing up to 20 pounds or heavier weights with the use of proper equipment. Fieldwork may require exposure to unlevel ground, tall grass, weeds, insects, and poison ivy. Exposure to extreme cold and hot temperatures. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam and drug test as a condition of employment with the City of Joplin.

Revision Date:	Type of Change: Update position
Revision details: City-wide job description revision and updates.	