

**Title:** Neighborhood Services Manager  
**PG:** 65  
**Status:** Civil Service  
**Position Reports to:** Director of Community Development  
**Department:** Community Development

**Class Code:** 3111  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is highly responsible professional and administrative work in directing neighborhood preservation and improvement activities of the Community Development Department. An individual in this position is responsible for the development, planning, implementation and management of various programs and activities for the physical and economic improvement of the City's neighborhoods. Supervision is exercised over professional, technical and clerical staff in the delivery, monitoring and promotion of multiple housing programs, real estate acquisition and disposition and enforcement of various City codes and ordinances that affect the health, safety and welfare of the public. Work is performed in accordance with broad directives from the department director or assistant director, with considerable independence, subject to local, state and federal policies and professional standards. Work is evaluated through review of reports and observation of the success of the division in ensuring safe, attractive neighborhoods.

**ESSENTIAL FUNCTIONS:**

1. Manages all aspects of the Neighborhood Services Division, including code enforcement operations and administration of affordable housing programs.
2. Develops policies and programs to implement neighborhood improvement initiatives, including development and delivery of affordable housing and code compliances.
3. Coordinates extensively with the City's Community Redevelopment Agency and other City departments to ensure programs are integrated and comprehensive.
4. Maintains continuous awareness of new and/or innovative housing programs and a working knowledge of local, state and federal housing programs.
5. Keeps abreast of revisions to state law affecting local government code enforcement; renders interpretations regarding the enforcement of applicable codes and ordinances.
6. Prepares and administers annual budgets for the division and manages multiple state and federal grant and loan programs, as well as local neighborhood cleanup and improvement grants/funds.
7. Solicits, negotiates and supervise the work of advisors, contractors and consultants for division projects and programs.
8. Researches, formulates and drafts new and amended codes and ordinances; participates in workshop presentations to the City Commission; coordinates implementation with the City Attorney's office.
9. Works closely with the Neighborhood Association Coalition (NAC), individual neighborhood associations, business and property owners, residents and community leaders in division projects and initiatives.

**ADDITIONAL RESPONSIBILITIES:**

1. Makes division related presentations and recommendations to the City Commission, Planning and Zoning Board, Community Redevelopment Agency Advisory Boards, Affordable Housing Advisory Committee, Code Enforcement Board, Zoning Board of Adjustment and Appeals, and the Citizens Advisory Committee.
2. Establishes and maintains effective working relationships with appropriate local, state and federal officials in the affordable housing, redevelopment and environmental areas.
3. Performs special assignments and related work as required.

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**KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of the housing industry, including general familiarity with current construction methods, materials and labor costs.
2. Knowledge of state and federal housing programs.
3. Knowledge and understanding of principles, practices and legal aspects of real estate.
4. Knowledge of financing and leveraging, as well as building, zoning, housing and environmental codes.
5. Knowledge of local government code enforcement in Florida, including thorough understanding of Chapter 162, Florida Statutes, due process and private property rights.
6. Skill in preparing and analyzing written reports, research and recommendations.
7. Skill in negotiating with and balancing the sometimes competing interests of respondents, complainants, developers, neighborhood association and other City departments.
8. Ability to establish and maintain effective working relationships with elected and appointed local, state and federal officials, City employees and the general public.
9. Ability to effectively manage several projects at any given time, and to coordinate project activities with various disciplines and departments, and to align them with City goals and objectives.
10. Ability to communicate effectively both verbally and in writing, and to give high-level presentations.
11. Ability to read and comprehend written materials, and make appropriate decisions based on such.
12. Ability to make sound independent judgments, and to solve administrative problems promptly.
13. Ability to plan, assign, coordinate and evaluate the work of division staff, and to facilitate their development.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to pollen, dust, heat and/or cold, wet or humid conditions, bright/dim light, loud noises and traffic.

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception and good manual dexterity.

**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. Graduation from an accredited four (4) year college or university with a B.A. or B.S. degree with major course work in business or public administration, planning, engineering, architecture, building construction or related field.
2. Eight (8) years of progressively responsible experience in planning, housing, code enforcement, redevelopment, public policy or public administration, three (3) years of which are in a supervisory role.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
4. Completion of City University Level II within twelve (12) months.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. Professional certification from the Florida Association of Code Enforcement, Inc., (F.A.C.E.) preferred.

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4. Professional certification from the Florida Housing Coalition (FHC) preferred.
5. Professional certification from the International Code Council (ICC) preferred.
6. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.