

City of Fort Worth, Texas Job Description

Classification Title	Neighborhood Services Liaison		
Job Code	TC5630	Job Family:	Technical/Para-Professional
Pay Grade	508	Date Created:	09/11/2015
FLSA Status	Non-Exempt	Date Revised:	

GENERAL SUMMARY

Under the general supervision of the Neighborhood Services Manager, meets daily with citizens in assigned areas of the City of Fort Worth. Introduces improvement programs available to citizens on housing structures and facilitates to improve neighborhoods and make them a more livable and a stronger community. This occurs via in-person education to citizens, neighborhood organizations and coordinates and provides technical assistance in the program application process. May also serve as an advocate on neighborhood issues; and assist in coordinating the investment of city resources in neighborhoods.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Meets daily with citizens and community leaders, neighborhood organizations, and serves as a liaison between City Departments.
2. Plans, promotes, and assists in the administration of neighborhood outreach programs and services to improve or maintain the quality of life in City of Fort Worth neighborhoods.
3. Educates property owners and neighborhoods on issues associated with code enforcement, parking, neighborhood relations, local ordinances and assists the Neighborhood Services Liaison Manager with resolving complex neighborhood issues.
4. Conducts community needs analysis by performing door to door surveys, sending out questionnaires, analyzing survey/ questionnaire results and assessing impact on neighborhoods, and facilitates informational meetings with residents.
5. Prepares reports to the Neighborhood Services Manager regarding survey/ questionnaire results assessing program impact on neighborhoods.

6. Answers questions from citizens and neighborhood associations regarding specific issues, concerns and problems impacting neighborhoods, streets, or individual property.
7. Coordinates with other City employees in other City Departments such as Code Compliance, Fire Safety, Water Department, TPW (Streets Division) on continuous improvement of City services delivery related to a Neighborhood Services program.
8. Prepares and maintains additional reports as required.
9. Maintains professional and technical knowledge by attending educational workshops and reviewing professional publications.
10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

• Knowledge of:

- Operational characteristics, services, and activities of Neighborhood Services programs.
- Principles, practices, methods and techniques of Neighborhood Services programs.
- Methods and techniques of investigating property ownership and conflict resolution.
- General construction methods.
- Basic record keeping and file maintenance systems.
- Basic mathematical principles.
- Principles of business letter writing and basic report preparation.
- Office equipment including computers, and supporting word processing and spreadsheet applications.
- Pertinent Federal, State and local laws, codes and regulations.

Skill in:

- Making sound decisions and using good judgment.
- Demonstrating intellectual capabilities.
- Evaluating the effectiveness of programs and personnel.
- Communicating clearly.

Ability to:

- Read, interpret and enforce applicable city, state and federal codes, ordinances and regulations related housing, zoning and environmental health issues.
- Research property records and related documents to establish property ownership.
- Perform mathematical computations.
- Prepare clear and concise letters and reports.
- Interpret and communicate city codes and ordinances to the general public.
- Prepare simple sketches.

- Collect and compile data from different sources. Operate office equipment, including computers and supporting word processing and spreadsheet applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Associates degree from an accredited college or university and three years of experience in city/ government / community type organizing, development, code enforcement, social or human services, or closely related field.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.