

Job Class Code: 0212	FLSA Status: Executive
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of this job classification (class) is to serve as the liaison to communities, neighborhoods, and citizens through the management and coordination of programs to improve the community and reinforce citizen participation. The job class is responsible for the overall planning, implementation, supervision, and maintenance of various programs. The job class may provide case management to youth and families to meet their needs and engage them in positive development. The job class works according to policy and procedures; decides how and when to do things under general supervision.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Recruits, interviews, trains, and supervises volunteers in working with youth, families, and programs or initiatives. • Organizes and coordinates one or more programs targeted to outreach, education, training, citizen involvement and leadership, and problem solving. • Assists in development of policies and procedures for assigned area of responsibility. • Prepares and maintains client records, data, and statistical reports according to agency standards. • Develops and maintains collaborative working relationships and partnerships with various public, private, and non-profit entities in the community. • Plans and develops various programs; conducts studies, research, and needs assessments, and provides case management. • Conducts outreach activities to engage communities in developing solutions for youth, family, and neighborhoods. • Represents the division and the City with outside entities, including serving on various local and regional boards and commissions; attends local, regional, and state conferences; attends city and regional meetings; chairs or provides key staff support to working committees with various groups while providing leadership and direction. • Ensures that program activities are aligned with research-based model programs. • Provides information to citizens about City services and programs and assists in resolving customer service complaints. • Performs other related duties as assigned. 	

GENERAL STANDARDS	
Data Involvement	Summarizes, tabulates, or formats data or information in accordance with a prescribed schema or plan.
Interpersonal/People Involvement	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
Reasoning Requirements	Performs skilled work involving rules/systems but solves problems almost constantly.
Mathematical Requirements	Uses basic algebra involving variables and formulas, basic geometry involving plan and solid figures, circumferences, areas, and volumes, and descriptive statistics; computes ratios, rates, and percents.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training, and other written materials using proper language, punctuation, grammar, and style; presents training programs.
Mental Requirements	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Directs actions of others, making decisions almost constantly, affecting coworkers, crime victims, and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires a bachelor's degree or any equivalent combination of education and experience in business administration, public administration, or social work with class work in behavioral sciences or a closely related field. Master's degree desirable.
Experience	In addition to satisfying the vocational/education standards, this job class requires a minimum of two years of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record in compliance with City Driving Standards. Also requires CPR and First Aid Certification.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

Revised 5/2019