

**CITY OF AURORA
POSITION DESCRIPTION**

**JOB CODE: 25266
SALARY GRADE: E17
EFFECTIVE/UPDATED: 3/24/2023**

DIRECTOR OF COMMUNITY SERVICES

Definition

Under the general direction of the Chief Community Services Officer, the Director of Community Services will plan, direct, and supervise the work of staff within the divisions of Community Development, Customer Service, Innovation, and Community Engagement (including the subdivisions of Senior & Disabilities Services and Youth Services) as well as oversee Neighborhood Groups Support. The division's core functions relate to improving the quality of life for the community.

Equipment/Job Location

The position requires the use of various office equipment including a computer, telephone, copy machine, and fax machine. Normal office environment where there is no physical discomfort or exposure to hazards. Operation of a motorized vehicle is also required.

Essential Functions of the Job

1. Provide oversight of external plans to engage a diverse constituency of community groups and stakeholders while building support and awareness of City objectives.
2. Direct and supervise the work of staff within the divisions of Community Development, Customer Service, Innovation, and Community Engagement (including the subdivisions of Senior & Disabilities Services and Youth Services as well as oversee Neighborhood Groups Support.
3. Provide oversight for the preparation of divisional budgets and assist with the preparation of the department budget.
4. Develop roles, goals, and expectations of the City's overall public engagement function.
5. Attend City Council or committee meetings and provide presentations, as necessary.
6. Develop and provide quarterly or annual reports to keep city officials informed on departmental and divisional accomplishments and community needs.
7. Assist with the marketing of city programs to residents. Coordinate the dissemination of information on city programs, services, and policies throughout the community.
8. Provide oversight of outreach activities to ensure a city presence at community meetings and events.
9. Provide oversight of activities and serve as a liaison to address matters related to public safety and community concerns.

10. Provide recommendations regarding appointments to the City's various Boards and Commissions.
11. Assign duties and supervise subordinates in the planning and execution of various initiatives.
12. Represent the City at various meetings in the community and neighborhood groups.
13. Perform other duties as required or assigned.

Required Knowledge and Abilities

- Requires extensive knowledge of relevant Federal, State, and local regulations.
- Requires the ability to acquire a working knowledge of the rules and regulations governing the City of Aurora.
- Requires working knowledge of program development, implementation, and evaluation.
- Requires a working knowledge of civic engagement and outreach strategies.
- Requires the ability to work independently.
- Requires ability to establish and maintain effective working relations with municipal employees, officials, and the general public.
- Requires excellent interpersonal skills in dealing with various groups.
- Requires excellent oral and written communication and public relations skills.

Qualifications for Hire

- Requires a bachelor's degree in public administration, urban planning, human services, or related field.
- Requires a minimum of three (3) years of experience in Community Development, Community Services, or related field.
- Requires a minimum of six (6) years supervisory experience
- Requires a valid driver's license.
- Bilingual ability, Spanish is preferred.