

**CITY OF AURORA
POSITION DESCRIPTION**

**JOB CODE: 281
SALARY GRADE: E18
EFFECTIVE/UPDATED: 7/1/2021**

CHIEF COMMUNITY SERVICES OFFICER

Definition

Under the direction of the Mayor, oversee the department of Community Services, plan, direct, and supervise the work of staff within the divisions of Community Development, Community Engagement, Customer Service and Innovation. 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. Design, implement, and manage external plan to engage a diverse constituency of community groups and stakeholders while building support and awareness of City objectives.
2. Develop roles, goals and expectations of the City's overall public engagement function.
3. Oversee Neighborhood Groups Support, Senior & Disability Services and Youth Services subdivisions and has management oversight of budgeting, policy and programs.
4. Attend City Council or committee meetings and provide presentations, as necessary.
5. Develop and provide quarterly or annual reports to keep city officials informed on division accomplishments and community needs.
6. Stay informed on city and community services and resources available for residents. Coordinate the sharing of information among staff and various departments.
7. Oversee efforts to increase resident participation for city events and events.
8. Develop, implement and evaluate citizen engagement strategies for community services staff.
9. Develop, implement and evaluate strategies to build trust between residents and city staff and officials.
10. Provide assistance to neighborhood groups to organize, expand and develop into impactful organizations and provide support for the development of neighborhood leaders.

11. Assist with the marketing of city programs to residents. Coordinate the dissemination of information on city programs, services and policies throughout the community.
12. Coordinate outreach activities to ensure a city presence at community meetings and events.
13. Coordinate activities and serves as a liaison to address related to public safety and community concerns.
14. Provide recommendations regarding appointments to the City's various Boards and Commissions.
15. Assign duties and supervise subordinates in the planning and execution of various initiatives.
16. Represent the City at various meetings in the community and neighborhood groups.
17. Serve as a liaison to various community partners.
18. Meet with citizen groups and the general public to explain the services provided by the city and to identify needs and assist with resolving problems by working with various departments and units of government or agencies.
19. 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.