



City of Aurora

JOB DESCRIPTION

TITLE: CHIEF COMMUNITY SERVICES OFFICER

DEPARTMENT: Community Services

LABOR GROUP/PAY PLAN: Executive Pay Plan

LOCATION: Community Services

JOB CODE: 27281

SALARY GRADE: E18

FLSA STATUS: Exempt

EFFECTIVE: 7/1/2021

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.

Physical Demands and Equipment

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

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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.

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Disclaimer

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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I, _____, acknowledge that I have received a copy of my job description. The description of CHIEF COMMUNITY SERVICES OFFICER describes the duties for employment in this position. I acknowledge and understand that this is not a contract of employment. I understand that I am responsible for reading this job description in its entirety and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions

I understand that the physical demands described are representative of those that must be met by the 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 by contacting the Human Resources Department.

The City of Aurora is an Equal Opportunity Employer.

Applicant/Employee Signature

Date