

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Neighborhood Improvement Supervisor

CLASS CODE: 3873

GENERAL DESCRIPTION OF DUTIES:

Incumbent supervises a team of Neighborhood Improvement Specialists stabilizing and improving quality of life in assigned neighborhoods/wards, fostering positive public and police relations, and monitoring code enforcement.

DISTINGUISHING CHARACTERISTICS:

This is an advanced journey-level technical classification in the Code Enforcement Series - Neighborhood Development Group job family within the City of St. Louis. Incumbents in this classification perform moderately complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include responsibility for supervising a team of Neighborhood Improvement Specialists acting as liaison between the city and the community. Employees in this class also assist in resolving neighborhood problems and complaints.

Incumbents work under general direction. They are generally in charge of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions

Signing performance plans and appraisals

Resolving informal grievances or formal grievances at the first step

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, assigns and directs the work activities of subordinate staff to realize the unit's work goals and to ensure the consistent application of unit and/or technical policies, procedures and guidelines.

Confers with and counsels subordinate staff to exchange information and/or explain work policies, procedures and guidelines; and identify work-related problems, problem characteristics, impact and formulate possible solutions.

Reviews and compares work performance and/or products of subordinate staff with established standards to determine employee production levels, training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations and grievance dispositions.

Trains subordinate staff in the work principles, policies and or procedures to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Resolves employee problems and concerns; provides technical assistance or training to employees, as needed.

Inspects projects in progress and completed.

Meets with citizens, community leaders, police, and organizations to address questions, comments, and complaints on a regular basis.

Acts as liaison between city government, subordinates, and community organizations.

Drives neighborhood streets and alleys to verify citizen complaints, monitor code enforcement, identify code violations, place warning stickers on derelict vehicles, etc.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide first line supervision. Ability to persuade, convince, and train subordinates. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations. Requires ability to provide guidance, assistance and/or interpretation to others such as neighborhood and community organizations, public and police.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as motor vehicle, telephone, computer, calculator, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as performance appraisals, neighborhood plans, regulations, ordinances, statutes, procedures, guidelines and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, leading, teaching, directing, planning, and coordinating. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control, and planning of a designated unit or team.

Environmental Factors:

Tasks risk exposure to adverse conditions such as temperature extremes, traffic hazards, and slight risk of violence from neighborhood interaction. Tasks also performed in an office environment where exposure to irate individuals poses a limited risk.

Physical Requirements:

Tasks involve the ability to exert moderate physical effort in light work to moderate work that may involve some combination of walking, lifting, carrying, pushing and pulling.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, shapes, and sounds associated with job-related objects, materials and tasks, such as participating in community meetings or driving through neighborhoods.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.