City of St. Louis
Department of Public Safety
Neighborhood Stabilization

Francis G. Slay
Mayor

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Charles Bryson
Director of Public Safety

Neighborhood Improvement Specialist
(AKA: Neighborhood Stabilization Officer or NSO)

PURPOSE:

- The primary purpose of the Neighborhood Improvement Specialist (hereafter referred to as Neighborhood Stabilization Officer or NSO) is to report and solve problems and provide follow up on these with Aldermen, citizens, neighborhood groups, block units, police and City operating departments. The primary objective of the NSO is to utilize problem solving skills, in partnership with the aforementioned persons and groups, to aggressively and proactively solve physical and behavioral problems in his or her assigned territory and to work as part of the Neighborhood Stabilization Team to share proper problem solving tools and mechanisms with citizens.

DUTIES AND RESPONSIBILITIES:

- Solve problems discussed in block unit, neighborhood and ward meeting as well as reported through the Citizens' Service Bureau (CSB)
- Attend neighborhood meetings deemed necessary by the Director of Neighborhood Stabilization, Director of Public Safety and the Alderman of the assignment area
- Maintain a positive working relationship with the Alderman of the assigned area
- Personally survey the assigned area on a regular basis, focusing on overdue service requests, vacant buildings, loitering, litter, illegal dumping and zoning issues as well as specific service requests under the scope of NST influence
- Respond to Aldermanic and resident complaints made through CSB or as given directly to the NSO
- Monitor specifically identified block, neighborhood or ward problems and issues
- Keep track of all vacant buildings, send ordinance letters to owners and monitor for activity
- Report unsecured vacant buildings, as well as those with additional service needs
- Monitor and report all buildings condemned for occupancy
- Tag derelict vehicles on private property and in the right of way and submit access warrants for the judge to sign if private property vehicles require towing
- Issue litter violation warnings and follow up with citations when needed
- Monitor key predetermined sites for illegal dumping and trash in conjunction with Forestry and the Environmental Investigators
- Prepare weekly reports of activity (currently through the Cityworks system) to be shared with the NST Director and the Alderman in the assignment area

- Monitor hearing notices, such as those regarding the Board of Adjustment, Building Appeals and Conditional Use
- Monitor housing court dockets and research pedigree information using REJIS access and internet resources, submitting documentation for bench warrant activation when needed
- Monitor demo permits and conduct site visits to determine adherence to city ordinances
- Monitor daily building permit activity
- Share pertinent information with neighborhood groups and block units
- Participate in special projects as assigned
- Remove illegal signs in right of way per current NST procedure
- Post redevelopment hearing notices
- Recruit new block captains/contacts
- Recruit block party participants for the annual National Night Out
- Identify and introduce potential nuisance properties as part of the behavioral nuisance team, as found by personal observance, Aldermanic or citizen referral or through research of police calls for service, in cooperation with other members of the team
- Attend all monthly Crackdown meetings, property owner meetings and public hearings as part of the behavioral nuisance team
- Maintain and update the NST problem property database with all information that may be needed in the event of a public hearing, resolving expired and inactive cases on a regular monthly basis
- Monitor active Cease & Desist cases by reviewing the monthly nuisance monitoring agenda (this is produced by the NST)
- Post Cease & Desist letters, consent agreements and hearing notices as defined in the ordinance, taking photographs for NST records and inclusion in the problem properties database
- Prepare and submit needed documentation for all vacant, derelict buildings that qualify for the vacant building initiative, working in conjunction with the Problem Properties Division of the City Counselor's Office
- Prepare a weekly nuisance database report to be reviewed by the NST Director and the Alderman of the assignment area.