

**CLASS SPECIFICATION****04/05/2001****SERVICE COORDINATOR, 0883**

Summary of Duties: A Service Coordinator performs liaison activities between the Bureau of Street Services management and community groups, neighborhood councils, corporations, the City Council and Mayor's Office to identify and address the needs of neighborhoods affected by the Bureau of Street Services' street improvement programs; provides information on Bureau of Street Services projects, goals, and available services to a variety of constituencies; communicates the concern of these groups to the Bureau management; and does related work.

Distinguishing Features: A Service Coordinator is responsible for representing the Bureau's position before the City Council, Neighborhood Councils, corporate bodies and other governmental agencies regarding street improvement programs and projects. Work performed is reviewed in terms of results obtained and objectives accomplished. An employee in this classification reports to the Director, or Assistant Director and receives assignments in terms of broad objectives; works independently to establish positive relationships between the Bureau of Street Services and community organizations, government and commercial enterprises and directs a small staff of professional employees in the Community Liaison Section. An employee in this classification will interact directly or through subordinates with the Neighborhood Councils to address their concerns, assist them in the setting of priorities, provide information on maintenance schedules and project status as well as communicate the citizens' concerns directly to Bureau of Street Services management, and will be responsible for tracking and making recommendations on legislation that will impact the operations of the Bureau of Street Services.

It is anticipated that this position will be hired exempt from Civil Service under the provisions of Charter Section 1001 (b).

Examples of Duties: A Service Coordinator:

- Confers with Bureau Management to determine goals, objectives and strategies to be used to coordinate with community groups, Council Offices and the Mayor's Office in development of plans and programs;
- Establishes and maintains communication with the Board of Public Works, City Council, Neighborhood Councils, Mayor's Office and other governmental agencies regarding Bureau of Street Services project and programs;
- Provides information regarding Bureau activities, projects and services the City Council, Neighborhood Councils, and other community and business groups;
- Coordinates requests from the Mayor's Office with proposed requirements specified by the Council Offices and community groups;

- Coordinates Bureau of Street Services planning efforts with Council Offices to facilitate annual planning;
- Coordinates Bureau of Street Services staff to organize and present plans to accomplish work within the time frames needed by the City Council;
- Coordinates City Council input with input from community groups to identify potential impact of local priorities on projects;
- Establishes special programs with community groups, businesses and schools to facilitate input from the communities affected by Bureau of Street Services programs;
- Represents the Bureau of Street Services in meetings with the City Council, community groups and businesses regarding present and future projects and their impact;
- Interacts with the Mayor's Office Volunteer Bureau to develop opportunities for volunteer involvement in street improvement programs and projects;
- Reviews and tracks legislation affecting the Bureau of Street Services and makes recommendations to Bureau management regarding their impact;
- Represents the Bureau before legislative committees;
- Works with the Department of Public Works Public Affairs Officer to develop public information materials regarding street improvement projects.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A Service Coordinator must have the following knowledges and abilities:

Knowledge of:

- Principles, practices and techniques of public administration and legislative analysis;
- City Charter and the City's basic administrative ordinances, rules, procedures and policies;
- City personnel rules and policies;
- Role and responsibilities of Neighborhood Councils;
- Structure, relationship and responsibilities of City departments;
- Working relationships between business and government;
- Supervisory principles and practices;
- Techniques of training and evaluating subordinates performance;
- Supervisors equal employment opportunity obligations.

Ability to:

- Coordinate, explain, and interpret issues of concern to the Bureau of Street Services;
- Communicate effectively with citizens, City Council and Neighborhood Council Members, corporate officers and employees and government officials;
- Deal tactfully and effectively with City and Neighborhood Council Members, corporate officers and employees and governmental officials;
- Plan, direct, and evaluate the work of the Community Liaison Section;
- Prepare and present oral and written reports and recommendations concisely, completely, logically and convincingly;
- Interpret statistical computations, charts, and diagrams;
- Interpret and determine legislative impact on the Bureau of Street Services;

- Coordinate interaction with private corporations to generate support for Bureau programs;
- Provide assistance with City beautification, improvement and self-help programs to foster a cooperative relationship between the Bureau and the public.

Persons with medical limitations may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

Requirements: Five years of full-time paid experience working for a large municipality providing assistance to businesses, community organizations and governmental agencies in the areas of permit processes, building and zoning codes and legislative analysis.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.