

South Jordan City

Job Description

Title: Associate Director
Org: 100240
Pay Grade: 22

Effective Date: 2/1/16
FLSA: Exempt
Workers Comp: Municipal

GENERAL PURPOSE

Create, implement, and manage various programs and plans related to community programs (i.e. special events, art, culture/history) public education, city volunteers and community service department marketing. Respond to and resolve citizen concerns and complaints in a fashion that reflects the City Service Values.

SUPERVISOR

Director of Administrative Services

POSITION(S) SUPERVISED

Facilities
Program Coordinator(s)

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Direct program coordinator(s) efforts in designing, implementing and evaluating community programs related to community events, arts, history/culture. Ensure that programs are conducted in an appropriate and professional manner and fulfill community needs.

Ensure event and program marketing plans are developed, implemented and evaluated for community service programs.

Develop and manage the South Jordan University program, to promote and educate local residents about the City and its available services. Coordinate participation of City leaders and officials for South Jordan University. Develop innovative and creative strategies to expand the South Jordan University program to reach additional locations and residents.

Develop and maintain effective, problem solving relationships with City team members and the community, specifically working with South Jordan City Homeowners Associations and their related boards and promote registration programs. Create, monitor and maintain a current internal database of all homeowners associations and their boards within City limits.

Coordinate efforts with city departments and supervisors to resolve citizen complaints. Handle and protect sensitive information received by citizens.

Coordinate with staff the volunteers and residents on a variety of projects or initiatives as assigned.

Coordinate with program coordinator staff and Human Resources for the recruitment, screening, placement, and evaluation of volunteers. Develop and implement training programs for staff regarding proper supervision of volunteers. Prepare and circulate job descriptions for volunteer programs to be filled.

Conduct citizen surveys and gather public input regarding public perception of City services and programs and organize in a professional format for dissemination to pertinent City staff.

Respond verbally or in writing to inquiries and provide information for the public on services, facilities, and programs available within the City of South Jordan;

Perform a wide variety of complex administrative or program support for projects requiring research, compilation, tabulation and basic analyses of factual data as required.

Interact with citizens directly in order to respond to their complaints or concerns.

May work weekday evenings, weekends, and holidays as necessary.

Represents the Director of Community Services in various meetings as assigned.

Implement additional programs or projects as assigned.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor's Degree in business, public administration, finance, political science or other closely related field.

AND

B. One (1) year experience in analyst position or position closely related to above duties;

2. Special Qualifications:

Valid Utah Class D Drivers License.

3. Knowledge, Skills, and Abilities:

Knowledge of principles of public outreach, public administration, volunteer coordination, public speaking, communications (written and verbal), basic finance functions, basic mathematics, reporting techniques and report preparation. Must know and understand the general principles and best practices of project management.

Ability to operate a personal computer, Microsoft products, and planning and projects systems. Correct English usage, spelling, grammar and punctuation.

Ability to effectively establish, manage and coordinate the work of diverse working teams to include city departments, city officials, outside agencies, and the general public.

Ability to plan, implement, and manage city resources and programs in an effective manner. Ability to understand and interpret financial information and prepare clear and concise reports. Skill in developing and making public presentations. Knowledge of pertinent Federal, State, and local laws, codes, and regulations as related to job function and ability to interpret as needed.

Must be able to speak and interact with public comfortably. Ability to furnish and obtain information from other coworkers and departments; regular and frequent outside contact with persons of high rank, requiring tact and judgment; requires well developed sense and strategy and timing with regards to presentations to public; presenting data that will influence significant decisions, frequent contact with the public involving the carrying out of programs and schedules; ability to influence others to obtain the desired results.

4. Working Conditions:

Incumbent of the position performs in a typical office environment with appropriate climate controls. Tasks require a variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, and reaching. Continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, critical thinking, analytical abilities, and creative problem solving. Frequent local travel required in the normal course of job performance.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Municipal Exempt	EEO-4 Class:	Official/Adm
Location:	Community Services Programs	EEOP Class:	Official/Adm
Group/BU:	General Pay Plan	Tech-Net Match:	