Job Title: Community Advocate

Department: City Manager's Office

Immediate Supervisor: Assistant to the City Manager

Origination Date:	**07/01/2001**
Revision Date:	**06/28/2009**
Job Grade	**605**
FLSA Status	**Exempt**

BRIEF DESCRIPTION OF THE JOB:

Advocate for and ombudsman to residents; responds to citizens' questions about activities, ordinances, or services provided by the City; resolves complaints and concerns; and researches information on other levels of government, community, and private services for reference and referral. Provides accurate information and reports about citizen inquiries and concerns to the Mayor, Council, and all City Departments, as well as outside entities as requested. Researchs, develops, maintains, and analyzes citizen information databases. Develops programming for citizen participation and is the lead coordinator and educator on citizen and public participation, and co-lead on citizen emergency response training. Works as a team with other City divisions and works cooperatively with neighborhood leaders, City officials, media representatives, volunteers, and the general public. Responsible for the Citizen *CitySource* office budget and administration.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Responds to citizens by meeting in person, telephone, e-mail, or managing correspondence; researching and routing of questions to the proper department or resource for resolution; and distributing information and conducting follow-ups. This position has the ultimate responsibility for closing out cases with citizen to satisfactory resolution and customer care.
2	S	Demonstrates continuous effort to enhance communications, solve problems, improve operations, decrease turnaround times, streamline work process, and work cooperatively and jointly to provide quality seamless customer service.
3	L	Develops citizen participation programming, establishes relationships with elected officials, community leaders, and the public; and develops and conducts training on citizen involvement and citizen emergency response activities (CERT). Serves as the City representative responsible for coordinating the Southwest Valley Citizen's Academy in collaboration with Litchfield Park, Tolleson, and Estrella Mountain Community College. Implements, develops, and manages a stand alone City of Goodyear Citizen's Academy.
4	S	Manages the Citizen Contact and Response database (HTE) and provides statistical reports and data to elected officials. Researches, catalogs, tracks, and alerts senior management to emerging issues pertaining to neighborhoods and citizens.

	Physical Strength Code	ESSENTIAL FUNCTIONS
5	L	Manages a cross-departmental neighborhood response team (GAT) to resolve community and neighborhood issues; partners with neighborhoods manager at Homeowners and Neighborhood Association meetings for better service delivery and issue resolution to residents.
6	S	Responsible for division budget and expenditures; participates in annual update of department and division strategic and operational planning efforts. Engages in future planning by setting goals; and estimating costs, time and resources needs associated with those goals.
7	S	Responsible for developing and implimenting continuing citizen participation activities and researching future social services feasibility and programming.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum one year experience in a related field.
Certifications and Other Requirements	Valid Driver's License.
Reading	Work requires the ability to read newspapers, research material, manuals, legislative documents, and legal process materials at a college level.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division. Comprehensive skills to handle budget process needs and analyze numeric data also required.
Writing	Work requires the ability to write research and reports, letters to citizens, concise synopsis of data, meeting notes, general correspondence, memorandums, and letters at a college level.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision Making	Moderate - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts are typically reviewed prior to being finalized.
Budget Responsibility	Moderate - Oversees budget preparation of a program budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for city-wide budget expenditures.
Technical Skills	Comprehensive Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	High - Interactions at this level usually impact the implementation of policies. Contacts may involve interpretation of how policies are implemented and may require discussion and the support of controversial positions or the negotiation of sensitive issues or important presentations. During interactions on policy implementation, contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

City of Goodyear, Arizona

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Making presentations ☐ Observing work site ☐ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Computer keyboard ☒ Telephone keypad ☐ Calculator ☐ Calibrating equipment
Walking	☐ N ☐ R ☒ O ☐ F ☐ C	☒ To other departments/offices ☐ Around work site
Lifting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Carrying	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Desk work ☒ Meetings ☒ Driving
Reaching	☐ N ☐ R ☒ O ☐ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Paperwork ☐ Monies
Kneeling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☒ N ☐ R ☐ O ☐ F ☐ C	☐ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ File drawers ☐ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Stairs ☐ Ladders ☒ Step stools ☐ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☒ Driving ☐ Observing work site
Foot Controls	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☐ N ☒ R ☐ O ☐ F ☐ C	☐ On ladders ☐ On equipment ☒ On step stools
Bending	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☐ Making repairs
Crouching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public ☐ Listening to equipment
Twisting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ From computer to telephone ☐ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public
Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone, fax machine, calculator, copier, vehicle.

Computer Equipment and Software:

Personal computer, printer, scanner, software: Microsoft Suite, H.T.E., Lotus Notes, Internet access.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☒	☐	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☒	☐	☐	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☒	☐	☐	☐	☐
Chemical hazards	☒	☐	☐	☐	☐
Electrical hazards	☒	☐	☐	☐	☐
Fire hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☐	☒	☐	☐	☐
Physical danger or abuse	☐	☒	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

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Protective Equipment Required:

N/A – except during CERT facilitation…hardhat, gloves, goggles, safety vest and heavy duty shoes or boots.

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☒ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☒	☐	☐	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☒	☐	☐	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☐	☒	☐	☐
Tedious or Exacting Work	☐	☒	☐	☐
Noisy/Distracting Environment	☐	☐	☒	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture
Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk – uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible

- Support the City's values and mission
- Let common sense prevail
- Be visionary – anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.