



Career Service Authority

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Community Development Associate

GENERAL STATEMENT OF CLASS DUTIES

This class performs standard/intermediate level professional work providing technical assistance regarding community development practice and program performance requirements.

DISTINGUISHING CHARACTERISTICS

Community Development Associate positions provide business constituents and community officials information and technical assistance regarding community and economic development practice including legislation, policies, and program performance requirements. *Community Development Associate* positions provide their customers with technical assistance regarding federal and state rules, regulations and guidelines; application for economic and community development programs, grants, and/or contracts, licenses and permits, and advocate for businesses and communities to identify and resolve process issues. These positions monitor program activities to ensure compliance with program objectives. *Community Development Associate* positions provide specialized consultative services to their customers and the *Community Development Representative I and II* positions build relationships with community/neighborhood development entities to link business with community and to provide comprehensive consultative services.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy, Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Serves as point of contact for businesses and community officials requiring information and technical assistance regarding community and economic development practice including legislation, policies, and program performance requirements; performs outreach work to community entities that supports activities, programs and plans for economic growth and development.

Serves as an advocate for business constituents, community entities, and OED staff to identify and resolve process and program issues, assists with determining needs and goals for overall growth, and promotes community development activities.

Serves as staff liaison performing field reviews, on-site support for community improvement or housing programs; monitors project implementation to ensure compliance with program objectives.

Monitors on-site programs activities to understand and apply regulations, monitor progress and assist with close-out of completed projects.

Assists program staff with procurement of professional services, coordination of project implementation with other City agencies and identification and analysis of project problems.

Works in collaboration with the OED marketing team and other OED staff to develop marketing material and resources for business and community customers; develops community profiles and/or other information to assist businesses and community entities in assessing socio-economic data for growth and retention decisions.

Collects researches and analyzes a wide range of data relative to housing and community development projects and programs; and prepares response to information requests from the public.

Uses a variety of software packages to develop and communicate reports and correspondence to a variety of end users.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Oral Communication – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Self Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

Self-Esteem – Believes in own self-worth; maintains a positive view of self and displays a professional image

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Communications and Media – Knowledge of the production, communication and dissemination of information and ideas to inform and entertain via written, oral, and visual media.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Memory – Recalls information that has been presented previously.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Decision Making – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Problem-Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Creative Thinking – Uses imagination to develop new insights into situations and applies innovation solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Knowledge and understanding of local, state, national community and economic development program, issues and trends.

Knowledge of laws, rules and regulations concerning real estate, business taxes, labor, financing, environmental impact, etc.

Knowledge of public relations practices; ability to communicate effectively with others and to maintain favorable public relations.

Skill in organizing, evaluating, and presenting information effectively.

Skill in monitoring and coordinating activities for a project or projects.

Skill in using computers to enter data and retrieve reports.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Subject to varying and unpredictable situations.

Subject to exposure to changing weather conditions.

Education Requirement:

Baccalaureate Degree in Planning, Finance, Business Administration, Economics, Urban Studies or related field.

Experience Requirement:

One year of technical experience coordinating client loan requirements, contracts for construction services and project completion dates.

Education/Experience Equivalency:

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/01/2006

ESTABLISHED BY: Earline Hill

REVISED DATE:

REVISED BY:

CLASS HISTORY: This class was created during the Office of Economic Development reorganization to provide a developmental level classification creating a career path to the upper level classifications in OED.