



## Career Service Authority

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# Staff Community Development Associate

### GENERAL STATEMENT OF CLASS DUTIES

This class performs entry level professional work providing technical assistance regarding community development practice and program performance requirements in the Office of Economic Development.

### DISTINGUISHING CHARACTERISTICS

*Staff Community Development Associate* positions train to provide business constituents information and technical assistance regarding community and economic development practice. The *Staff Community Development Associate* class differs from the *Community Development Associate* and the *Community Development Representative I & II* classes by the level of practical knowledge/experience; incumbents in the *Community Development Associate* class perform standard/intermediate professional work providing technical assistance regarding community development practice and program performance requirements, and incumbents in the *Community Development Representative I & II* classes perform full performance level and specialized professional neighborhood, economic and community development work.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

#### ***Level of Supervision Received and Quality Review:***

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service is rendered, according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

## ESSENTIAL DUTIES

Trains to provide business constituents and community officials information and technical assistance regarding community and economic development practice including legislation, policies, and program performance requirements.

Trains to advocate for business constituents, community entities, and OED staff to identify and resolve process and program issues.

Trains to perform field reviews, and provide on-site support for community improvement or housing programs.

Performs a variety of research assignments for senior staff relative to housing and community development projects and programs; assists senior staff prepare responses to requests for information.

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:***

**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.

**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.

**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.

**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.

**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.

**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.

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

**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.

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

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

**Arithmetic** – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

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

**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.

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 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:***

Subject to varying and unpredictable situations.

### ***Education Requirement:***

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

***Experience Requirement:***

None

***Education/Experience Equivalency:***

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

***Licensure and/or Certification:***

None.

**CLASS DETAIL**

***FLSA CODE:*** Non-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 (OED) reorganization to provide a career path to the Community Development Associate, and the Community Development Representative I & II classes and to support the integration of four independent agencies into a single agency, the Office of Economic Development.