

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Community Relations Manager
FUNCTIONAL AREA: Human Resources

WORK OBJECTIVE:

Specialized professional, administrative, and supervisory work of a difficult and responsible nature planning, developing, and managing the Citizens Service, multicultural, and other community event programs, and City Hall functions in the Mall location. Work is performed under general supervision in accordance with broad policies and with wide latitude for independent judgment as to details and execution, and is reviewed based on reports, conferences, and observation and evaluation of results achieved.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Manages and directs the operations of the Citizens Service, multicultural and international programs, and City Hall operations at the Mall remote location.
- Receives complaints and resolves or refers them to the proper division.
- Exercises a high degree of independence in planning, directing, and evaluation of the work performed at remote location.
- Assists with the coordination of community outreach and neighborhood programming efforts with citizens, and community organizations.
- Assists with organizing recognition activities to include ceremonies, incentives and certificates.
- Administers and monitors the Special Events Funding Program.
- May represent the City on public and private boards, professional associations, and community task forces.
- Develops databases to record and manage data.
- Communicates and organizes City services, activities, and programs to citizens, businesses, and organizations.
- Consults with and advises City departments, elected City officials, and community organizations regarding issues, concerns and potential programs to address community needs and issues.
- Plans and conducts various special event functions such as Martin Luther King Celebration, State of the City Reception, International Dinner/Dance, and related multicultural and community events.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Bachelor's Degree in Human Resources Administration, Business or Public Administration, or other job-related field and three (3) to five (5) years of professional level experience in human resources administration; or any equivalent combination of education, training, and experience.

Community Relations Manager

Knowledge, Skills, & Abilities –

Knowledge of City departments, codes, policies and procedures, and Boards and their respective services, policies and procedures.

Knowledge of principles and practices of public personnel administration, including recruitment and selection, theories of training and employee programs.

Knowledge of principles, practices, methods, and theories of human resources management.

Knowledge of laws, ordinances, regulations and statutes, which govern human resources functions.

Knowledge of principles and practices of effective administration and supervision.

Knowledge of local, state and federal regulations pertaining to equal opportunity and affirmative action.

Knowledge of the geographical area and demographics of assigned areas in community, including the ability to read and understand maps and provides general directions.

Knowledge of effective customer service practices, public facility operations and procedures.

Knowledge of international protocol procedures and ability to organize and host international delegations.

Effective interpersonal skills with elected officials, management, the public and business owners.

Ability to operate a variety of computer software programs.

Ability to work independently, demonstrates independent judgment, and show initiative.

Ability to respond to difficult, sensitive, and stressful situations in an efficient, effective and positive manner.

Ability to establish and maintain effective relationships with internal and external customers, local business owners, professional association, civic organizations and the general public.

Ability to apply sound customer service principles and techniques.

Ability to express ideas clearly and concisely - written and verbal.

PHYSICAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

Community Relations Manager

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.