

**MAJOR FUNCTION**

This is very responsible, independent professional and administrative work of considerable difficulty formulating and implementing the City of Tallahassee Police Department programs and detailed plans for neighborhood strategic projects, and acting as liaison with other governmental agencies, private entities, educational organizations, businesses, and corporations that contribute to formulating these plans and programs. An employee in this position must exercise considerable judgement in technical planning matters and customer service relating to the city's neighborhoods. This employee serves as the primary conduit for the resolution of complaints and concerns of neighborhood representatives. General direction is received from a higher-level administrator and work is reviewed through conferences, analysis of reports, recommendations, and through evaluation of results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Assists in formulating and implementing the City of Tallahassee Police Department's programs, and detailed plans for neighborhood strategic projects. Serves as the City of Tallahassee Police Department's liaison to neighborhoods, other governmental agencies, private entities, educational organizations, businesses, and corporations in executing approved neighborhood programs, projects, and initiatives. . Executes a wide variety of neighborhood programs and other planning-related tasks in conjunction with potential or selected projects and coordinates the efforts of City staff and community agencies concerned with affiliated planning activities. Conducts assessments of specific sites or project proposals for suitability. Assists in planning, researching, developing, and maintaining special projects or departmental programs, and handles inquiries relating to same. Compiles and analyzes research data and prepares status reports and other documents necessary to clarify, justify or support program initiatives. Develops and recommends implementation of quality and productivity improvement capabilities to improve services and their effectiveness to neighborhoods. Maintains contact with designated neighborhood organizations and relays their concerns to applicable City of Tallahassee Police Department management. Represents the City of Tallahassee Police Department at neighborhood and community meetings. Works with staff and coordinates with other City departments in the development of structured programs to regularly publicize and disseminate information to the public regarding selected activities, meetings, policies, issues, actions, services, and programs. Investigates complaints or requests from program/service users and guides staff in resolution of same. Serves as an advocate for citizens/neighborhoods in resolving general concerns. May develop and implement initiatives to educate and inform targeted audiences of departmental services, special programs, and consumer issues; and develops, informational/promotional materials to support the initiatives. Performs special assignments, does research, and prepares reports. Performs related work as required.

**Other Important Duties**

May coordinate with the City of Tallahassee Police Department Public Information staff, audio/visual technicians, printers, etc. to carry out information/promotional initiatives. Attends training and developmental activities as assigned. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of rules, regulations, policies, and procedures involved in the administration of assigned functions. Ability to develop and coordinate citizen/neighborhood participation programs. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to deal tactfully and effectively with the general public, City officials, the news media, and volunteers. Ability to write clear and concise reports, memoranda, directives, and letters. Ability to exercise independent judgment and creatively resolve complex problems in accordance with ordinances, rules,

established procedure and departmental policies. Ability to communicate effectively both orally and in writing. Ability to ascertain facts from personal contact, observations, and examination of records. Demonstrates interpersonal facilitation and communication skills. Skill in the use of microcomputers and their associated programs and applications.

Minimum Training and Experience

Possession of a bachelor's degree in public administration, business administration or a related field and two years of staff administrative experience; or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Police Department: Applicants should truthfully complete the Criminal History Questions on the City Employment Application. Any omissions, falsifications, misstatements, or misrepresentations of the information provided may disqualify an applicant. The top applicant chosen for this position will be required to complete and pass a Truth Verification Examination prior to an employment offer being made.

Established: 10-31-91  
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