

CITY OF LAKEWOOD CIVIL SERVICE POSITION
DEPARTMENT OF PLANNING AND DEVELOPMENT
PROGRAMS MANAGER

Starting Salary (\$60,916.76 - \$71,816.63)

JOB SUMMARY:

Manages staff and performs complex program development and coordination functions, including: identifying needs and interests; developing and promoting various programs, block grant scholarships, HOME Investment Partnerships Program, etc.; facilitating programs/groups; working with families, property owners and agencies to facilitate services; applying for grants; recruiting volunteers; developing budgets; and short and long range planning. Previous knowledge and experience working with Federal Housing and Urban Development (HUD) grant programs is preferred.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Carries out supervisory/managerial responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training staff; planning, assigning and directing work; establishing deadlines; appraising performance; rewarding and disciplining employees; coordinating, developing and approving staff training; and addressing complaints and resolving problems.

Plans, coordinates, assigns, and monitors performance and coaches, counsels, mentors, trains, and advises employees in department for the dual goals of meeting department goals and employee career development.

Manages, coordinates and plans various programs, including: facilitating programs; developing program budgets and monitoring expenses and revenues; coordinating guest speakers; preparing curriculum, materials, audiovisual aids, etc.; coordinating transportation and facility needs; establishing program policies and procedures; promoting and publicizing all programs and activities; organizing registration activities; working with families, students, agencies, etc., to research, develop and facilitate needed services; developing program rules and expectations; accompanying participants to activities; addressing inappropriate behavior; intervening during crisis situations; coordinating fund raising efforts; coordinating and training volunteers; providing resource and referral information; submitting reports; maintaining comprehensive knowledge of and interpreting guidelines, rules, regulations, laws, etc., applicable to programs; reviewing program guidelines for modifications; and completing all related documents and forms.

Develops, monitors and evaluates programs; identifies program trends. Develops affordable housing policies and programs. Management and administration of affordable housing programs. Analysis of housing market data and trends. Manages loan origination and underwriting. Develops and amends program highlights.

Develops grant proposals, including: investigating funding sources; writing proposals; designing fee scales; gathering and maintaining statistics; making grant presentations; interviewing prospective recipients; implementing grant; and providing fiscal updates.

Leads and provides support to empowered Boards, Planning Commission, the Heritage Advisory Board, the Citizens Advisory Committee and the Loan Approval Board, including: leads meetings; discussing issues with staff members; communicating with applicants to explain City position or Board concerns; developing guidelines, standards and procedures; and providing training.

Coordinates and monitors contracts and agreements with other organizations. Monitors recipients of federal funds.

Counsels and confers with program participants and resolves related problems.

Serves as a liaison and/or member of various committees, teams, organizations, etc., and collaborates, persuades, presents reports to and negotiates/networks with others outside own work area to coordinate efforts and maintain cooperative and efficient relations. Interacts with high level internal and external individuals. Supports and leads empowered boards. Leads meetings, Represents the Mayor at the Cuyahoga HOME Consortium. Interacts with the Mayor and City Council on various community development programs and strategies. Collaborates with other city departments.

Plans short and long-range goals, objectives, and overall direction of programs; assists in planning and implementing short term or annual goals, objectives and strategies for the department, project or programs: including short-, mid- and long-term neighborhood planning, land use and land management; Property acquisition, assessment for best and highest use, develops and executes strategies for future development.

Develops print and social media marketing strategies; develops and customizes data bases; develops, reviews and manages budgets, financial statements and audits.

Composes correspondence in accordance with standard policies; answers various inquiries; explains program, policies, procedures, etc.

Performs various administrative functions, including: maintaining program participation records; entering data into computer system; and conducting various meetings.

Maintains and upgrades professional knowledge, skills, and development by attending seminars, meetings and training programs and reading trade and professional journals and publications.

Coordinates special projects by reviewing materials and preparing and submitting data.

Writes, submits and presents applications for funding to committee(s).

Reviews loan documents to assure accuracy of payment calculations; reconciles payment and loan information.

Ensures quality standards and compliance with regulations are maintained.

Receives requests for assistance, complaints, suggestions, etc., and handles or refers requests to appropriate staff members.

Disseminates a variety of information and/or reports to various agencies, residents, divisions, or departments via telephone, mail, email or FAX.

Interacts with a variety of high-level individuals, both internally and within the community, to provide information and resolve problems.

Follows up on inquiries from various agencies, groups, media, etc., regarding programs and services.

Participates in process improvement learning and projects. Works efficiently and effectively while implementing principals of continuous process improvement.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment	Computer	Audiovisual Equipment	Vehicle/Van
--------------------------	----------	-----------------------	-------------

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited four-year college or university in a related field; and,

Three to four years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Licensed Social Worker (depending on assignment)

Notary Public (desirable)

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administration of staff and activities, either directly or through subordinate supervision.

Applicable state, federal and local ordinances, codes, laws, rules and regulations and legislative issues.

Human behavior and development.

Social work theory, ethics and methods.

Parenting skills.

Economic and community development and development financing techniques.

Experience in administering CDBG funded programs

HUD regulations and programs.

Program development, implementation and evaluation.

Counseling techniques.

Family system and group dynamics.

Geriatrics.

Child development.

Cultural diversity issues.

Community agencies, organizations and resources.

City planning principles and practices.

Geographical Information Systems (GIS).

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Grant writing and budget policies, procedures and techniques.

Internal departmental policies and procedures.

City government organization and operations.

External governmental bodies and agencies related to area of assignment.

Standard business arithmetic, including percentages and decimals.

Skill in:

Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.

Selecting and motivating staff and providing for their training and professional development.

Conflict resolution.

Planning and managing programs.

Public speaking.

Interpreting laws and legislation.

Calculating mortgage payments.

Teaching/facilitating programs.

Counseling.

Conducting psychological assessments.

Marketing strategies.

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Operating a computer, utilizing all applicable computer software.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, telephone systems, and paging systems.

Mental and Physical Abilities:

Ability to read and interpret documents such as operation and maintenance instructions, procedure manuals, and so forth.

Ability to establish and maintain effective working relationships with others.

Ability to facilitate goal setting.

Ability to delegate authority to staff.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to analyze and resolve problems involving several variables.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects; ascend and descend stairs; reach with hands and arms; speak and hear; and push, pull and/or lift 25 to 50 pounds occasionally and 10 to 25 pounds frequently.

Working Conditions:

Work is performed in a normal office environment and in the field, exposing the incumbent to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet but can be loud at some locations.

How to Apply:

For more information or to apply, interested applicants should visit: www.lakewoodoh.gov to submit an application, along with a resume, and letter of interest. Applications may also be mailed to the City of Lakewood, Office of Human Resources, 12650 Detroit Avenue, Lakewood, OH 44107 or emailed to HR@lakewoodoh.net. Applications will be accepted until the position is filled.

The City of Lakewood is an Equal Opportunity Employer

Posted 01/18/2022