



CITY OF OAKLAND

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Revision Date: Feb 18, 2021

# Neighborhood Services Coordinator

Class Code:  
SC190

Bargaining Unit: TW1 - Local 21 Admin, Prof,  
Technical & Other

## SALARY RANGE

\$35.76 - \$43.91 Hourly  
\$5,811.17 - \$7,134.92 Monthly  
\$69,734.04 - \$85,619.04 Annually

### DEFINITION:

Under direction in the City Administrator's Office, coordinates and provides crime prevention services and resources; develops and strengthens leadership skills of community members; facilitates resolution of neighborhood issues in direct support of the philosophy, strategies, and techniques of community policing; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS:

This is a journey level classification. Incumbents perform community outreach and act as a liaison between community groups and the City Administrator's Office. Incumbents also address crime prevention needs and establish a rapport with local groups, organizations, and businesses.

Incumbents receive direct supervision from management staff of the Neighborhood Services Division of the City Administrator's Office.

### EXAMPLES OF DUTIES:

*Duties may include, but are not limited to the following:*

- Prepare and analyze complex reports; and maintain records.
- Respond to inquiries or requests for service from interested community groups and citizens; identifies problems and implements problem-solving strategies utilizing appropriate community resources.
- Plan, implement, coordinate, activate and evaluate a comprehensive community resource network in a particular neighborhood that directly supports community-policing efforts.
- Solicit community participation, support and input in determining crime prevention needs; approach individuals, businesses, community organizations, and school officials for assistance with problem solving in the community.
- Establish and maintain positive relationships with individuals, businesses, community organizations, school officials and local government staff to assess that programs and activities are meeting the existing and changing needs of the community; represent the Neighborhood Services Division of the City Administrator's Office at community meetings and events.

assistance to Neighborhood Crime Prevention Council leaders and members in the areas of problem solving, crime prevention, capacity building, community engagement, leadership and organizational development. Utilize community outreach strategies such as canvassing, flyering, one-on-ones to disseminate information, and generate referrals and interest in programs such as the Neighborhood Crime Prevention Councils and Neighborhood Watch. Partner with Community Resource Officers and others to research issues and solve problems, both in the field and in the office. Ensure that Neighborhood Crime Prevention Council leaders and members are informed about the block, neighborhood, citywide approach to community policing.

- Work with Neighborhood Watch captains, businesses/merchants, faith communities, schools, community-based organizations and other stakeholders to develop their leadership and collaborative problem-solving skills, strengthen their groups, and involve them in the Neighborhood Crime Prevention Councils; and coordinate problem-solving in partnership with the city, county, state, and other agencies. Work with Neighborhood Watch captains to help them network with each other and NCPC leaders on the beat. Ensure that Neighborhood Watch captains are informed about the block, neighborhood, citywide approach to community policing.
- Conduct and analyze community needs assessment surveys for improving programs and services; participate in community planning or advisory activities.
- Coordinate, promote, and host special events and programs including National Night Out and the annual Community Summit.
- Assist in the development of short and long term program planning and goals.
- Coordinate and participate in the design, preparation and distribution of publicity including press releases, brochures, and flyers; promote community-policing efforts through the news media.
- Serve as staff resource to citizen-based Neighborhood Crime Prevention Councils.

## **MINIMUM QUALIFICATIONS:**

*Any combination of education and experience that is equivalent to the following minimum qualifications may be acceptable.*

### **Education:**

Bachelor's degree from an accredited college or university in public administration, communications, social science, political science or a related field. Experience may be substituted for education on a year-for-year basis.

### **Experience:**

Two (2) years of progressively responsible work experience in community-based or crime prevention programs or community organizing with a high degree of public contact. Experience identifying and developing leaders and providing training is highly desirable.

## **KNOWLEDGE AND ABILITIES:**

Knowledge of:

- Oral and written presentation skills; and report preparation and analysis.
- Records management and general office procedures and equipment.
- The principles of community organizing; techniques to address and improve the needs of the community.
- Needs assessment methodologies; and principles and practices of leadership development.

Public relations and marketing techniques

- Plan, utilize and evaluate problem-solving strategies in response to community needs.
- Analyze criminal activity data and identify trends.
- Analyze potential problem situations and respond appropriately.
- Solve problems, make decisions, and work independently.
- Develop and maintain positive work relationships with community leaders, co-workers, organizations, businesses, citizens and other City departments.
- Train individuals on relevant topics such as meeting facilitation, agenda development, problem solving, media relations, public speaking, and mediation.
- Organize and provide leadership and direction in a diverse community.
- Elicit community and organizational support for programs.
- Communicate effectively and persuasively in both oral and written form; speak effectively in large and small group settings.
- Coordinate a variety of programs and activities inter-departmentally and with outside agencies.
- Develop residents' leadership skills to solve problems in their neighborhoods by organizing effectively.
- Learn the organizational structure of the City government; various criminal and vehicle codes.
- Explain City regulations and procedures.

### **LICENSE OR CERTIFICATE / OTHER REQUIREMENTS:**

Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

#### **OTHER REQUIREMENTS**

Bilingual skills in Spanish, Cantonese, Mandarin and Vietnamese are highly desirable and may be required depending on assignment.

Must pass a thorough background investigation, including fingerprinting and criminal record clearance.

### **CLASS HISTORY:**

Revised: 02/18/2021; CSB Reso#: 45033  
 Revised: 12/08/2016; CSB Reso#: 44833  
 Revised: 03/17/2016; CSB Reso#: 44803  
 Established: 03/06/2008; CSB Reso#: 44513