



## **Neighborhood Services Manager**

The Neighborhood Services Manager provides management for activities and programs related to community development projects; offers leadership to the executive team; supervises and directs the work of professional and support staff; makes recommendations for action on neighborhood revitalization opportunities; assists in project budget development and implementation; and performs related work as assigned.

### **Responsibilities**

- Responsible for LINC's neighborhood engagement programs, including the creation and successful implementation of engagement strategies and goals.
- Manage all components of a community planning process in order to identify and establish neighborhood revitalization opportunities.
- Manage leadership and empowerment initiatives to ensure that emerging leaders are equipped for leadership roles, including overseeing the LINC Academy for Social Transformation (L.A.S.T.) and other capacity building efforts.
- Provide support to the Executive Team and inform their decision making by offering effective advice and feedback on the direction of the Department and its programmatic goals, preparing reports.
- Manage project budgets and ensures that budget goals are realized.
- Responsible for managing partner and community relationships in a professional and fruitful manner that results in positive impact for the community.
- Complete administrative functions necessary for the smooth operations of the Department's programs and activities.
- Other responsibilities, as assigned.

### **Primary Objective:**

The Neighborhood Services Manager reports to the Co-Executive Directors and is responsible for facilitating community planning initiatives; identifying and fostering development opportunities; ensuring public input into development plans, design charrettes and projects; and administering and monitoring community empowerment and leadership development initiatives.



## **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- Community planning and development theories and practices
- Community transfer programs, services and resources
- Local, regional and territorial development potential and opportunities
- Office administration
- An understanding of relevant municipal legislation, policies and procedures
- An understanding of the county's economic, cultural and political environment

## **Skills**

The incumbent must demonstrate the following skills:

- Ability to develop and analyze community development plans
- Team building skills
- Analytical and problem solving skills
- Decision making skills
- Effective verbal, presentation and listening communications skills
- Effective written communications skills
- Effective financial skills
- Computer skills
- Stress management skills
- Time management skills

## **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the Community . The incumbent must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Possess cultural awareness and sensitivity
- Be flexible
- Demonstrate sound work ethics

The Neighborhood Services Manager would normally attain the required knowledge, skills and attitudes through completion of a Diploma or Bachelor's Degree in Community Planning, Public Administration, Nonprofit Management, and/or Business Administration combined with one-year supervisory experience.



## **Working Conditions**

### **Physical Demands**

The Neighborhood Services Manager will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Manager may also have to do some light lifting of supplies and materials from time to time.

### **Environmental Conditions**

The Neighborhood Services Manager may have to manage a number of projects at one time, and may be interrupted frequently. The Neighborhood Services Manager may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

### **Sensory Demands**

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The municipal office may be noisy and busy making it difficult for the Neighborhood Services Manager to concentrate.

### **Mental Demands**

The Neighborhood Services Manager will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

### **Summary**

LINC offers a dynamic, unique and highly diverse work environment that serves an equally diverse clientele. LINC revitalizes communities by focusing on “people” and “places” and by connecting communities to “opportunity.” This is accomplished by aligning the work of business and economic development, housing, asset and wealth creation, and authentic neighborhood engagement (LINC’s four pillars) into place-based strategies that seek to create lasting community impact. An \$8 million dollar nonprofit neighborhood revitalization, LINC is headquartered in Grand Rapids and provides services to Kent County.

Please submit cover letter and resume to: [human\\_resources@lincrev.org](mailto:human_resources@lincrev.org).

No phone calls please