

VACANCY ANNOUNCEMENT



CITY OF MOUNT VERNON, NEW YORK MAYOR SHAWYN PATTERSON-HOWARD

POSITION: Code Enforcement Manager
DEPARTMENT: Department of Planning and Community Development

The City of Mount Vernon is an equal opportunity employer and is committed to achieving full and equal opportunity without regard to race, religion, color, gender, physical or mental disability and sexual orientation. The City of Mount Vernon has a zero tolerance for all forms of harassment or reprisal.

OPENING DATE: 09/01/2020

CLOSING DATE: 09/18/2020

SALARY RANGE: Commensurate with Experience

RESIDENCY REQUIREMENTS: MUST BE A RESIDENT OF WESTCHESTER COUNTY

APPLICATION INSTRUCTIONS:

Resumes and letters of interest should be addressed to:

City of Mount Vernon

Department of Human Resources

1 Roosevelt Square, Room 211

Mount Vernon, New York 10550

Or submitted via e-mail to: CityofMountVernonHR@cmvny.com

DISTINGUISHING FEATURES OF THE CLASS:

Under the direction of the Commission and/or Deputy Commissioner of the Department of Planning and Community Development, the incumbent will play a key role in managing the Cities RISE program enduring innovation initiatives meet objectives on time and on budget by increasing employee adoption and usage of equitable code enforcement policies and work management software. This incumbent will focus on the people side of change, collaborating with department heads to ensure changes to complaint resolution processes, systems and technology and organization structures are implemented. The primary responsibility will be creating and implementing change management strategies and plans that maximize employee adoption and usage and minimize resistance. The incumbent will work with Cities RISE consultants to drive faster adoption, higher utilization of and proficiency with the changes that impact employees. These improvements will increase benefit realization for residents who seek public services from City Hall. Full administrative and technical collaboration is exercised with a substantial number of professional, technical and clerical personnel. Does related work as required

EXAMPLES OF WORK: (Illustrative only)

- Support and engage department heads to analyze internal challenges to create actionable management solutions that improve the service culture to deliver equitable code enforcement;
- Support communication efforts to assess change readiness and work with key internal stakeholders to support training efforts that drive innovation that achieves equitable code enforcement;
- Apply change management strategies to support adoption of the changes required by Cities RISE Innovation Program;
- Work with Equity technical assistance consultant to assess progress and troubleshoot issues within Buildings Department code enforcement unit to deliver on the promise of improved and equitable code enforcement;
- Provide oversight and coordination within City Hall to make sure that goals for Cities RISE innovation Program are accomplished;
- Coordinate with technical assistance providers from Cities RISE;
- Produce reports for the funder and staff Mount Vernon Community Engagement Committee;
- Develop and manage the Tenant Bill of Rights Campaign with Mount Vernon United Tenants (MVUT);
- Establish collaboration with community partners to promote equitable code enforcement initiative by educating residents on the benefits of knowing and exercising their rights to ensure safe and clean housing conditions;
- Work with City departments to establish virtual kiosks at several community centers managed by the City in low-income areas.
- Work with community centers and food pantries operated by churches and non-profits to establish additional virtual kiosks by training their staff to use their computer terminals to enter housing complaints from the clients they serve thus "Bringing City Hall to the Neighborhoods"
- Develop a survey to collect data to assess if public is familiar with the Cities RISE quality of life initiative and the benefits it promotes;
- Track how many community partners of businesses post the Cities RISE/Mount Vernon RISE collateral, including posters, palm cards and flyers;
- Use SeeClickFix analytics to report performance metrics such as response time and completion rates during interdepartmental performance discussions;
- After initial software implementation, work with department heads to drive continued reduction in response times and increase in number of service tickets completed;

- Work with senior administration officials to coordinate a public launch for the initiative that is both digital and in print to reach residents who don't use online social media or lack online access;
- Coordinate meetings with interdepartmental task force comprised of department heads working on the initiative who are responsible for promoting the service culture that will help City Hall deliver equitable code enforcement and other services to the public;
- Identify housing and legal service providers to support the work of Mount Vernon United Tenants to host tenant rights workshops throughout the City and ensure that at least one of these workshops is in Spanish, Portuguese or French;
- Work with Mount Vernon United Tenants (MVUT) and their bilingual tenant organizer to help the City reach vulnerable populations;
- Work with core mission of doing tenant advocate, MYUT will be instrumental in creating a tenant population that understands their housing rights thus creating a tenant culture of self-advocacy for decent and safe housing;
- Educate City staff and community partners to refer tenants in need to advocacy or legal service to MVUT;
- Promote the Mount Vernon Tenant Bill of Rights campaign to raise awareness and arm tenants with facts about how the law protects them. The campaign will provide information that can connect tenants with agencies that can help enforce the law on their behalf;
- Ensure that vulnerable populations, including seniors, immigrants, low-income and undocumented residents are reached;
- Work with religious leaders and other immigrant community groups to promote the initiative;
- Coordinate with Mount Vernon Civic Engagement Committee, which is made up of tenant and neighborhood associates to develop targeted messaging; Attends public meeting when necessary.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Candidates must have the knowledge to change management principles, methodologies and tools;
- Must be organized with a natural inclination for planning strategy and tactics;
- Must be familiarity with project management approaches, tools and phases of the project lifecycle;
- Must have excellent communication skills, both written and verbally;
- Must be able to establish and maintain strong relationships with all levels in an organization;
- Excellent command of the English language;
- Ability to clearly articulate messages to a variety of audiences and have strong listening skills;
- Ability to influence others and move toward a common vision or goal;
- Must have excellent problem-solving skills;
- Must be flexible and adaptable and able to work in ambiguous situations;
- Must be a team player and be able to work collaboratively with and through others;
- Tact and courtesy;
- Initiative; honesty;
- Must be detail oriented;
- Ability to use computer applications;
- Resourcefulness; diplomacy; good judgment and physical condition commensurate with the demands of the position.

ACCEPTABLE TRAINING AND EXPERIENCE:

- Possession of a bachelor's degree from an accredited college or university recognized by the New York State Education Department in business management, city planning, or urban management: **PLUS**, Three (3) years of professional experience; at least One (1) year shall have been in a supervisory capacity; **OR**
- Possession of an associate degree from an accredited Two (2) year college recognized the New York State Education Department as stated in (a) above; **PLUS**, Five (5) years of the above stated experience; at least Two (2) years shall have been in a supervisory capacity.

SPECIAL REQUIREMENT FOR APPOINTMENT TO THIS POSITION:

Must possess a valid New York State Driver's License.