

## CITY OF MINNEAPOLIS

# Neighborhood & Community Relations (NCR) Director

## Position profile



### THE COMMUNITY

Minneapolis is the largest city in Minnesota and the heart of cultural and economic activity for the Upper Midwest. Minneapolis is recognized as an economically vibrant, safe, green, and livable city and is frequently ranked among the top cities in the country for finding a job, making a home, getting an education, and enjoying an active lifestyle. Its breathtaking natural beauty, including its 22 lakes, 170 parks, 210 miles of bike paths, and the Mississippi River, helps rank Minneapolis among the best cities in which to live.

Learn about what makes Minneapolis great.  
[www.minneapolis.org/visitor](http://www.minneapolis.org/visitor)



### THE CITY

The City of Minneapolis operates with an Executive Mayor-Legislative Council form of government. The Mayor and 13 City Council members from individual wards are elected for concurrent four-year terms. The annual budget is \$1.5 billion, and there are approximately 3,700 employees. Minneapolis has faced many challenges over the past few years and is looking for employees who are committed to positive change.



### THE DEPARTMENT

The Neighborhood and Community Relations (NCR) Department of the City of Minneapolis supports hundreds of volunteers and staff who work with and through the City's neighborhood organizations and community-based organizations. Our ideal candidate is comfortable doing community organizing in both government and nonprofit worlds, is solution oriented and can negotiate differences between multiple stakeholders, can work with diverse communities and build bridges with the City, understands the importance of working with a team and convey complex information quickly and accurately.



### MISSION STATEMENT

NCR connects the community to the City and the City to the community. We do this by engaging underrepresented communities, supporting the City's network of neighborhood organizations, ensuring access to City services for residents with disabilities or limited English proficiency and through our Office of Immigrant and Refugee Affairs.

### THE POSITION

The position is responsible for managing efforts in providing coordination and support for annual public investment in communities, to bring the voice and concerns of all residents and communities into city decision making, and to build capacity within city staff and initiatives to and broad and inclusive community engagement practices in the City, neighborhood, and community organizations. Major responsibilities include:



- Provide leadership in development of procedures and methods to provide clear and consistent two-way communication between city government and residents.
- Develop and maintain relationships with the City Council, Department leaders, various City advisory committees, neighborhood and community organizations, and foundations.
- Work to gain a clear understanding of the vision of city elected officials and communicates that vision when in discussions with community groups and neighborhood organizations.
- Direct administration of funding programs, ensuring that procedural rules are followed, resources are appropriately distributed, and accurate records and reports are prepared, including the programs that support the City's 70 neighborhood organizations.
- Ensure that the community, city leadership and the City Council have access to the latest information regarding immigrant and refugee issues and resources.
- Serve as the City's Title II Americans with Disabilities Act Coordinator to ensure proper compliance with the law, address accessibility concerns of residents, maintain the City's ADA Transition Plan, build awareness with City staff through education and maintain a positive working relationship with the community of people with disabilities.
- Listen to community input and communicate to city leaders the visions and goals of the communities as accurately as possible.
- Support and update the City's Language Access plan including ensuring access to City resources, programs, and information in multiple languages.
- Track the progress and activities of the City's 70 neighborhood organizations.
- Identify best practices, including the City's adopted International Association of Public Participation (IAP2) techniques for soliciting input on existing and potential projects within communities that are affected or benefited by city funded or administered projects.
- Develop operating rules and procedures to ensure effective government access for communities and consistency in communications from city government to community leaders and community groups.
- Responsible for developing and managing the department's business plan and a budget that considers resources available and expenditures necessary for implementation of the business plan and maintaining an organizational structure to carry out the mission of the department.
- Develop lines of communication within City departments and convey feedback from the communities regarding performance of City services, unmet community service needs, and ideas for improving relationships.
- Support community involvement efforts by staffing meetings with informed professionals who can provide assistance in delivering the community's message to others within city government.
- Provide regular reports on the status of projects and ensures that city officials are informed on a timely basis.
- Ensure staff knows how to effectively communicate and operate in their role as communicators, facilitators and as agents of the city.
- Work with non-profit and private benefactors, adjacent jurisdictions on grants and other matters affecting communities.
- Represent the City of Minneapolis in a variety of official or unofficial roles, both ongoing and ad hoc.



## MAJOR AREAS OF LEADERSHIP FOCUS

Leadership of strategy, people, and stakeholder relationships are critical to being a successful NCR Director. These competencies are important to success:

- **Focus on results:** takes initiative, drives for results, and establishes stretch goals;
- **Personal capability:** demonstrates technical/professional expertise, solves problems and analyzes issues, innovates, and practices self-development;
- **Character:** displays high integrity and honesty;
- **Leading change:** develops strategic perspective, champions change, and connects the group to the outside world;
- **Interpersonal skills:** communicates powerfully and prolifically, builds relationships, develops others, inspires and motivates others to high performance, and collaborates and fosters teamwork;
- **Cultural agility:** demonstrates an awareness of, and sensitivity to, the needs and concerns of individuals from different perspectives, cultures, and backgrounds. These differences may include education, job preference, work style, race, gender, country of origin, disability, age, sexual orientation, gender identity, etc. Respects differences and adjusts behavior and communication style to best meet the needs of the group or individual. Accepts one's own cultural identity and sees the value of other points of view; and
- **Strives to create a racially equitable work environment:** develops policies, practices, and makes strategic investments to reverse racial disparity trends, eliminate institutional racism, and ensure that outcomes and opportunities for all people are no longer predictable by race. Through consistent behaviors and actions, fosters an equitable work environment. Creates fair and just opportunities and outcomes for all people.



## EDUCATION AND EXPERIENCE

Bachelor's degree in Public Administration, Political Science, or related field along with ten years or more of related work experience. A Master's Degree preferred.

## COMPENSATION

This appointed position has a competitive compensation package. The salary for this position ranges from \$149,904 to \$177,701 and depends on experience. Benefits include health and dental insurance, flexible spending accounts, disability insurance, employee assistance program, vacation, sick leave, paid parental leave, pension plans, and deferred compensation retirement savings.

## HOW TO APPLY

The position will remain open until filled. Priority will be given to those who submit a resume and cover letter by August 21, 2022. To apply and submit your resume for this opportunity, go to the City of Minneapolis career page. The City of Minneapolis is an Equal Opportunity Employer.