THE CITY OF AURORA, COLORADO

DIRECTOR OF NEIGHBORHOOD SERVICES
A UNIQUE OPPORTUNITY

For an active servant leader to pursue their passion and contribute to a city executive team comprised of collaborative, engaged directors who are solution and outcome oriented.

THE CITY

Incorporated as the town of Fletcher on April 30, 1891, the City of Aurora was renamed in 1907 and its history has been one of change, growth, and community. Situated in the eastern Denver-Aurora Metropolitan Area, Aurora is Colorado’s third largest city and its 334,000+ residents enjoy access to quality education and live in urban developments and master-planned communities across three counties. Boasting one of the broadest varieties of nationalities across 450 neighborhoods, Aurora welcomes all walks of life and makes residents feel at home.

The safest large city in Colorado, Aurora offers residents a unique quality of life that blends an old-fashioned sense of community with a wide range of family-friendly outdoor and leisure activities. The City is home to six award-winning golf courses, numerous sports complexes, 96 top-ranked parks and 5,000 acres of natural open space where you can hike, walk, bike and fish. Art enthusiasts can enjoy the 240 pieces of public art displayed throughout the City; and, community events including the 4th of July Spectacular, Aurora Summer Concerts, FallFest and Holiday Tree Lighting offer fun for all.

Growing 1.71 percent annually, Aurora embraces dynamic expansion while preserving Colorado’s beauty. The City has a vibrant economy and has enjoyed more than 20 years of tax stability and no sales and use tax increase since 1993. Home to some of the nation’s top employers in aerospace and defense, bioscience, healthcare and the financial industry, Aurora offers a wide variety of job options in addition to an attractive, value-filled market for a full array of home buyers. The Aurora and Cherry Creek School Districts make top-tier public education accessible through flexible open enrollment and the Anschutz Medical Campus composed of nationally-renowned education, research and patient care facilities provides exemplary health care options while employing more than 20,000 people.

GOVERNANCE

The City of Aurora is managed by a council/manager form of government. The City Council is comprised of the mayor and 10 City Council members. Of those 10 members, six are ward council members, representing one of the six wards that section the City. The remaining four members are elected at-large, like the mayor, to represent the City. The City Manager is appointed by and reports to the mayor and City Council. The City operates with 2,913 FTEs and a $700.2 million budget.

The City is currently in the midst of several exciting projects and initiatives including:

- Light rail expansion throughout the City – the Aurora Line. Part of the project is working with developers to establish numerous transit-oriented developments along the Aurora line including retail centers with housing on upper floors.
- Single Point of Contact – the City is streamlining business processes to make it easier for developers and other citizens to do business with the City of Aurora.
- The Fire Department was recently re-accredited for the fourth consecutive year through the Commission on Fire Accreditation International.
- Aurora is the 18th safest large city (> 250,000 population) in the nation according to FBI crime statistics.

THE CORE 4

Integrity ♦ Respect ♦ Professionalism ♦ Customer Service

“Aurora is built on a set of four core values that are used to carry out our mission and vision. As ambassadors, each and every [employee] respects these principles as the cornerstone of our city. We hold ourselves accountable to them, and we use them to guide the decisions we make.”

To learn more go to: www.auroragov.org
The Neighborhood Services Department (DNS) is multi-faceted and encompasses a wide array of essential city services currently including: Animal Care, Code Enforcement, Community Development, Community Relations, and Neighborhood Liaisons. CDBG, HOME, and ESG projects and programs; homeless initiatives; economic development; and providing a resource for human, community, social, cultural and language services are all issues addressed by DNS divisions. DNS works closely with other city departments, in particular the Police and Planning & Zoning, and has forged strong, collaborative relationships that are helping the Department provide more comprehensive, impactful services. DNS is supported by 83 dedicated FTEs and a combined budget of $11.7 million.

THE POSITION

Appointed by the City Manager and reporting to the Deputy City Manager, the Director provides leadership and direction to the Neighborhood Services Department in order to create strong neighborhoods through neighborhood strategies, citizen involvement, and service coordination; establishes short and long-range departmental priorities, goals, and objectives; establishes and maintains short and long-range financial plans and strategies; identifies and works with transitional neighborhoods to encourage stabilization and improved problem solving; directs and coordinates all necessary functions regarding neighborhood revitalization and stabilization, community development, social services and code enforcement; oversees the City’s Community Development Block Grant (CDBG) program; develops housing policies and programs; represents the City in a variety of organizations; makes presentations; develops City policies on community services matters; oversees the selection, hiring, training, evaluation, discipline and supervision of departmental employees; prepares and manages the departmental budget; prepares and makes policy recommendations to City Council.

Knowledge and abilities:

• Comprehensive knowledge of principles, practices and operating requirements of a community services function; neighborhood service delivery, federal block grant, social services, and community relations programs; code enforcement; and municipal management, budgeting, planning, and regulatory requirements.

• Ability to establish and maintain effective working relationships with employees, citizens and elected officials; handle sensitive situations with tact and diplomacy; communicate effectively both orally and in writing; establish and fulfill goals and objectives; effectively supervise a large workforce; establish and administer grants and budgets; effectively identifies and solves problems; ability to direct major projects to completion.

THE IDEAL CANDIDATE

The ideal candidate is an accomplished, visionary, strategic leader and creative problem solver who possesses an unwavering commitment to public service, their employees, colleagues and organization, and community. The new Director will quickly establish a level of credibility, mutual trust and respect and bring a proven track record of successful, sustainable change management. The interpersonal skills and emotional intelligence necessary to work well with a strong management team and successfully collaborate with their peers, elected officials and the community are essential to the success of the chosen individual. A confident decision-maker, who can adeptly and diplomatically navigate sensitive issues while encouraging innovation, cooperation and a ‘let’s get it done’ attitude will find this role fulfilling. A perceptive change agent who understands the impact of organizational cultural transformation and can successfully steer staff through those changes will thrive in this fast-paced city government.

Additional desirable attributes identified by City leaders:

• Experience with homelessness issues and innovative approaches to sustainable solutions
• The ability to create a supportive environment that instills staff loyalty and superior morale
• An understanding of the complexities of widely diverse communities and the intricacies of providing appropriate, culturally and economically sensitive services
• The ability to successfully facilitate change in an evolving, dynamic environment
• Transparent communicator skilled at accurately conveying their message to audiences with varying levels of expertise and understanding including staff, executives, elected officials, business and the community
EDUCATION/EXPERIENCE

A Bachelor’s degree in social services, public administration, business administration, management, community planning or directly related field and at least seven years of progressively responsible experience in a large community, social services or housing agency including at least three years of supervisory experience at a senior management level are expected. An equivalent combination of education, training and experience that demonstrates the required knowledge, skills and abilities may be considered. A Master’s degree is preferred.

COMPENSATION AND BENEFITS

The salary range for this position is $105,341 - $159,622 and is complemented by a highly attractive, comprehensive benefits package that includes retirement, medical, dental and vision insurance plans, holidays, and paid time off.

To learn more go to: https://www.auroragov.org/CityHall/WorkingfortheCity/BenefitsandRetirement/

APPLICATION AND SELECTION PROCEDURE

To be considered for this exceptional career opportunity, submit your résumé, cover letter, a list of six work-related references (who will not be contacted without prior notice) and current salary by Monday, November 16. Résumé should reflect years and months of employment (beginning/ending dates) as well as size of staff and budgets you have managed. Please submit your materials to: resumes@cpshr.us.

For additional information about this position please contact:

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