



CLASS TITLE | DIRECTOR, DEPARTMENT OF CITY EXPERIENCE

PAY GRADE: EX-65| www.cityoftulsa.org/pay

Class Code: 1247

Effective Date : 07/01/2023

PURPOSE OF THE CLASSIFICATION: Under administrative direction, provides executive level leadership, strategic planning and execution for the Department of City Experience (DCE), including oversight of the City's physical design through zoning and subdivision regulations, relationships with neighborhood associations, maintenance of neighborhoods as safe places to live through animal welfare and code enforcement operations, development of housing policy and programs, and the creation and implementation of programs that promote resilience and equity; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Works cooperatively with other City departments and departmental divisions to achieve strategic goals and positive outcomes for both internal and external customers,
- Leads continuous improvement efforts, utilizing process evaluation, data, metrics, and other tools to ensure accurate and adequate service to the citizens of Tulsa
- Develops and maintains relationships with the administration, elected officials, City departments, community groups and organizations to ensure alignment with stated organizational goals
- Establishes and maintains working relationships with partners such as neighborhood associations and non-profit organizations to actively improve neighborhood conditions and livability
- Communicates prioritization for the DCE to management, front line, and customer facing employees, ensuring the accuracy of information and documentation and high-level customer service
- Prepares for and attends applicable Authorities, Boards, and Commission meetings, as well as presenting information to the Tulsa City Council
- Attracts, recruits, guides, and retains leaders in various DCE divisions to ensure accurate messaging, information, and outreach of the City's mission and strategic plans
- Creates implementation plans, output, and outcome measures for the department
- Prepares and prioritizes the annual budget, goals and strategic plans for the department
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of 120 hours from an accredited college or university; **and**,
- (b) Eleven (11) years' experience relevant to the essential tasks listed in this job description; **including**,
- (c) Five (5) years of experience in management, business or public administration, planning, sociology, criminal justice, engineering, or experience relevant to the essential tasks listed in this job description.

Knowledge, Abilities and Skills:

Knowledge of:

- Systems and best practices to create the physical form and social construct of a city
- City ordinances related to nuisance, abatement, zoning, animal control, and property maintenance
- Housing issues, policies, and programs
- Budget development, tracking, and reporting



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- Human resource management and supervision, including the City's collective bargaining agreements and policies and procedures
- Diversity, equity, and inclusion programs and best practices

Ability to:

- Explain processes and principles to a diverse customer base and garner understanding
- Motivate skilled and unskilled, professional and trades employees to accomplish set goals
- Think outside-the-box to solve problems and address issues impacting neighborhoods
- Work cooperatively with for profit and nonprofit agencies to enact change

Skill in:

- Communicating priorities and strategic goals
- Listening to stakeholders' priorities
- Implementing and updating strategic plans
- Implementing programs that benefit neighborhoods to improve living conditions

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 5 pounds; may be subject to walking, standing, repetitive motions, sitting and reaching; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and occasionally outdoors and in inclement weather.

EEO Code: E-01

Group: Clerical and Administrative

Series: Urban Development