



**CITY OF TOLEDO**  
invites applications for the position of:

## **Administrative Analyst 2 (Neighborhood Navigator)**

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**SALARY:** \$22.09 - \$29.46 Hourly  
\$45,953.44 - \$61,270.56 Annually

**OPENING DATE:** 03/21/19

**CLOSING DATE:** 04/17/19 11:59 PM

**DEFINITION:**

Under direction performs work of moderate difficulty in completing a variety of administrative tasks within an assigned service or program area; performs related work as required.

**EXAMPLES OF DUTIES:**

Provides administrative assistance for assigned departments, divisions and operations in areas such as budget management and grant/fiscal management, employee relations, workers' compensation and personnel selection and evaluation; compiles, analyzes, monitors and evaluates data related to assigned area, and makes recommendations for program modification and improvement; analyzes grievances, obtains necessary information and makes recommendations for approval or denial; works with divisions to analyze and resolve employee relations issues, workers' compensation and safety issues, and classification issues; processes workers' compensation claims and assists in obtaining necessary background information; analyzes employment applications and makes recommendations for approval or denial; reviews PAF-II's and qualifications of employees for alternate appointments; creates vendor and material master files; provides end-user training; performs basic SAP configuration for purchasing functions; provides Help Desk support; creates reports from SAP data bases; participates in the development and maintenance of application programs for all business processes including meter reading, financial accounting, customer service, billing and legal/collections; submits recommendations for system improvements; assists in the design of test plans and test cases for maintenance; works with consultants to resolve system issues; provides help desk production support for issues that arise in the daily operations of the system; assists others on basic technical issues; coordinates program inserts and billing messages; prepares reports on systems utilization; analyzes processes and contract accounts for Collections and Legal Units; prepares spreadsheets, correspondence and reports; prepares financial and statistical reports, correspondence, legislation and related materials; reviews and processes various fiscal and/or personnel forms; conducts organizational analyses of assigned divisions to understand the operation and the impact it has on the budget; works with assigned divisions to prepare appropriate annual operating budgets, grant budgets and capital budgets that comply with the divisions' annual goals and objectives; thoroughly analyzes all aspects of the proposed and approved annual budgets, taking corrective action where necessary; attends position control meetings with the Department of Human Resources to update the position control file; attends and participates in budget

hearings with assigned divisions; researches, reports and implements budgeting methods for cost controls and enhancements; forecasts financial trends and prepare financial and statistical reports; reviews and writes legislation; reviews all CS-1s to ensure that the position is appropriately funded and processes the required personnel action forms; reviews and approves all budget adjustments; assists Purchasing Commissioner with business process improvements, evaluation of SAP purchasing transactions, evaluation of best value purchases, training of city staff with Purchasing ERP software and special projects assigned by the Commissioner; assists Budget Commissioner in reviewing position control and appropriation budgets; trains divisional personnel concerning fiscal procedures, including BHP; maintains liaison with management of assigned operations; conducts research for regular and special projects; receives and reviews reports related to assigned area and makes recommendations as necessary; acts as City's representative at meetings and makes presentations as needed; acts as a task force leader; may supervise, train and coordinate the work of subordinate personnel.

**For the position assignment as the Neighborhood Navigator:**

In addition to the above listed examples of duties, assists local neighborhood based community organizations in increasing their capacity and sustainability by providing assessment and technical assistance to increase organizational stability and project management capacity: conducts physical, economic, housing, and population research of neighborhoods and planning districts; establishes and maintains communication with neighborhood and community citizen organizations and civic groups; serves as a liaison between City neighborhood and business development department staff and neighborhood residents and civic task forces desiring to communicate related problems and needs to City officials; gathers and compiles data from population census reports, other federal, state and local publications, agency records and files, and conducts step down analysis of source information by individual neighborhood; prepare profiles for each neighborhood; outlines strategies for solving community problems and serving human needs; prepares field monitoring and evaluation records; serves as a knowledgeable resource advisor for referral of citizen problems and information needs to other appropriate City or community agencies; performs other related work as required.

**MINIMUM QUALIFICATIONS:**

**Neighborhood Navigator**

Graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Public Relations, Community Planning, Social Work or closely related area and four (4) years of responsible experience in community organization, inter-agency liaison work, and public relations. Must possess a valid driver's license.

Knowledge of community and social services resources, housing, governmental agency functions and regulations, housing and community development and of the physical, social and economic problems of blighted areas required. Knowledge of data compilation, organization and presentation required. Some knowledge of urban planning preferred. Must have ability to conduct, analyze and interpret various types of surveys and data pertinent to community resources. Must have the ability to speak effectively and to establish and maintain the confidence and cooperation with the public and other groups involved in community development. Report writing and public speaking ability required.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

Considerable knowledge of the functions of the Help Desk; considerable knowledge of SAP and ERP systems; good knowledge of the technical subject matter utilized in the section; good knowledge of the rules, regulations, laws, policies and procedures governing activities of the section; good knowledge of management principles and practices; good knowledge of investigative and research methods and techniques; good knowledge of the City's organizational structure; good knowledge of various collective bargaining agreements.

Working skill in verbal and written communication; good knowledge of business process improvement strategies; working skill in use of a personal computer; working skill in problem-solving; working skill in assisting others with system problems; working skill in system analysis functions.

Considerable ability to create data bases; working ability to apply technical knowledge to work duties; working ability to analyze complex situations and to make appropriate recommendations; working ability to establish and maintain effective working relationships with others; working ability to maintain confidentiality of information and materials.

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The City of Toledo is an equal opportunity employer. The City of Toledo will not deny equal opportunity in hiring, tenure, terms, conditions or privileges of employment on the basis of race, color, religion, sex, national origin, disability, ancestry, age or sexual orientation.

Applications filed with the City of Toledo are subject to disclosure under the Ohio Public Records Act and are subject to disclosure.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://toledo.oh.gov/services/human-resources/>

Position #2019-00061  
ADMINISTRATIVE ANALYST 2 (NEIGHBORHOOD NAVIGATOR)  
EP

One Government Center Ste 1920  
Toledo, OH 43604  
419-245-1500

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## **Administrative Analyst 2 (Neighborhood Navigator) Supplemental Questionnaire**

\* 1. Do you possess a valid driver's license?

Yes

No

\* 2. Are you currently employed by the City of Toledo?

Yes

No

3. If you are currently employed by the City of Toledo, please list your Division.

\* 4. What is your highest level of education?

High School Diploma or G.E.D.

Some College

Associate's Degree

- Bachelor's Degree
- Master's Degree
- Doctorate Degree
- None of the above

5. If you have a Bachelor's Degree or higher, please list the major and any concentrations of your Degree?

\* 6. How many years of experience do you have in community organization, inter-agency liaison work and public relations?

- 4 or more years of experience
- Three (3) years but less than Four (4) years of experience
- Two (2) years of experience but less than Three (3) years of experience
- One (1) year of experience but less than Two (2) years of experience
- Less than One (1) year of experience
- No experience

7. Please describe your experience with working in community organization, inter-agency liaison work and public relations?

\* Required Question