

**CITY OF GRAND HAVEN  
JOB DESCRIPTION**

**COMMUNITY AFFAIRS MANAGER**

**Supervised By:** Community Development Manager  
**Supervises:** All department employees

**Position Summary:**

Under the general direction of the Community Development Manager, oversees the staff and operations associated with various community services including the Community Center, marina, waterfront, and downtown activities. Assists with special projects and serves as a liaison to various boards and commissions.

**Essential Job Functions:**

*An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Plans, organizes, and directs staff and activities associated with Community Affairs including the municipal marina, boat launch and waterfront, Community Center, ski bowl, skate park, miniature golf, downtown, and other areas as assigned. Provides ongoing management and oversight to ensure the highest quality service to the community and maximum use of community resources
2. Recruits and recommends the hiring of department employees. Assigns work, supervises personnel, evaluates performance, and oversees training and professional development. Takes disciplinary action according to established procedures.
3. Oversees and participates in the rental of City facilities including the Depot, park rentals, the Community Center, and other areas available to the public.
4. Develops and administers the Community Affairs budgets. Monitors the budget throughout the fiscal years and oversees departmental purchases. In collaboration with the Finance department, establishes, monitors, and updates user fees, rates, and other fee schedules. Prepares departmental financial summaries as required.
5. Oversees the Community Center activities and the marketing and use of other City rental properties including the lodge, central park, Harbor Island, and the waterfront stadium. Coordinates rentals, special events, and other functions.
6. Serves as the primary contact and sales representative for rental programs, mini-golf, charter boat fleet, and other contractual or leasing arrangements.
7. Develop, implements, and monitors various marketing and promotional strategies. Prepares program materials, brochures, publications, and other marketing materials. Maintains and updates assigned website, social media sites, and participates in other related marketing efforts.

8. Interacts with a wide range of citizen groups and agencies pertaining to special event planning including the Main Street, Visitor's Bureau, Coast Guard, Department of Natural Resources, Department of Environmental Quality, and other related groups. Coordinates with the Public Services department in the set up and tear down of special events.
9. Assists with managing capital improvement projects and other special projects within the department. Coordinates with internal staff and contractors as needed. Works with internal staff to coordinate the maintenance and repairs of building and facilities within assigned areas.
10. Assists in researching grant and other fundraising opportunities as requested. Prepares and submits applications and administers grant funded projects.
11. Develops, recommends, and implements departmental policies and procedures to meet short and long-range goals and customer service standards.
12. Provides professional and technical expertise related to Community Affairs. Attends various board, commission, council, and committee meetings. Conducts research, prepares reports, provides recommendations, and makes presentations as requested.
13. Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Maintains cooperative relations with peer agencies and other governmental units. Attends conferences, workshops, and seminars as appropriate.
14. Responds to inquiries and assists the public with a broad range of department issues and needs. Investigates complaints, resolves issues independently, and coordinates more complex issues with others as needed.
15. Performs other related work as required.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

*The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.*

- A bachelor's degree or equivalent training in business or public administration or related field is required.
- Three or more years of progressively more responsible experience in community affairs or related field, including supervisory and administrative duties, is required.
- State of Michigan Vehicle Operator's License, a satisfactory driving records, and the ability to maintain one throughout employment.
- Knowledge of the principles, practices, and techniques of municipal community affairs.
- Knowledge of municipal operations as they relate to the development and growth of the City.
- Knowledge of grant writing and administration, budget development, and financial accounting of various programs and initiatives.

- Skill in assembling and analyzing data and information, administering budgets, and preparing comprehensive and accurate reports.
- Skill in organizing, scheduling, coordinating and evaluating multiple programs and staff, and maintaining related records.
- Skill in the use of office equipment and technology, including computers and other related software, and the ability to master new technologies.
- Ability to communicate effectively and present ideas and concepts orally and in writing, and make presentations in the public forum.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, the media, and the public.
- Ability to coordinate multiple tasks, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.
- Ability to attend meetings outside of normal business hours.

**Physical Demands and Work Environment:**

*The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations.

While performing the duties of this job, the employee is regularly required to travel to various locations within the City and work outside the office at field sites and community events and programming. The employee is required to set up and tear down event sites, must lift and/or move items of moderate to heavy weight, and is occasionally exposed to adverse weather conditions and loud noises.