

DMGEO FY16-17 PERFORMANCE OVERSIGHT HEARING
ATTACHMENT C

<u>Initiative</u>	<u>Description</u>	<u>Staff</u>
Working Group on Jobs, Wages and Benefits	DMGEO convenes the Mayor's Working Group on Jobs, Wages. The group chaired by Deputy Mayor Snowden is charged with developing a report for the Mayor and Council regarding legislative, programmatic, and policy recommendations to improve the District's economic competitiveness in the region, attract and retain businesses and employees in the District, protect and promote commercial diversity, the creation and retention of well-paying jobs and create pathways to the middle class for District residents.	Deputy Mayor Courtney Snowden
Leadership On Location	Leadership on Location is an initiative of DMGEO that brings Tina Fletcher, Community Engagement Director 6 government leaders (Deputy Mayors, Department Directors, etc.) to East of The River (EOTR) communities. Deputy Mayors, agency Directors and key staff work out of the DMGEO office for a day. Currently the City Administrator works out of the DMGEO office monthly. Directors participate in a community event EOTR during their time in the DMGEO office. Leadership on Location allows City officials to hear directly from residents in historically	Faith Leach, DMGEO Chief of Staff

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	underserved communities	
A Space to Dream	A Space to Dream is an initiative that attempts to turn vacant, blighted or underutilized property into creative spaces for residents and youth. DMGEO partnered with the Wellington Park community to turn blighted space in their community into a community mural revitalized their community place space. Additionally, DMGEO will be expanding a Space to Dream to several EOTR communities.	Rahman Branch, Director for the Mayor's Office of African American Affairs
Project 500	Project 500 is a DC based training program to help historically marginalized businesses scale in terms of revenue, staff and investment retained. The goal is to recruit and retain up to 500 businesses to receive hands on training, capacity building, mentoring and networking to advance the economic success of their businesses and their communities.	Faith Leach, DMGEO Chief of Staff
Books and Barbershops	Books and Barbershops is a community based program designed to promote literacy, mentoring, and reading resources to fathers, men and boys across the District of Columbia. Additionally, in FY18 CFMB will expand this initiative to utilize	Tony Dugger, Director of the Commission on Fathers, Men, and Boys

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	barbershops as a hosting site for government and non-government supportive services.	
Financially Fit	<p>A new financial wellness initiative conceived to encourage all District residents, from Ward 1 to Ward 8 to take control of their financial well-being. The Financially Fit DC model utilizes an interactive web platform that allows residents to assess their financial fitness and develop personalized action plans to achieve their financial goals. Financially Fit focuses on the following five components:</p> <ol style="list-style-type: none"> 1. Credit Score Protection and Improvement 2. Six Months of Liquid Asset Savings 3. Retirement/Investment Accounts 4. Homeownership 5. Child Savings Accounts 	Rahman Branch, Director of African American Affairs
Learning Skills for Life Hospitality Training (Partnership with Diageo)	DMGEO has partnered with Diageo on expanding the organization's Learning Skills for Life Program designed to train unemployed and underemployed individuals with the life and business skills needed to secure employment in the hospitality industry. Diageo has partnered with wholesaler Breakthru Beverage Washington, DC, which	Jaren Hill, Community Engagement Director

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	focuses on training local unemployed residents and veterans in bartending. Diageo graduated the first class from the Washington, DC cohort February 2017.	
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DMGEO in close partnership with the Office on African American Affairs leads the District's Black History Month programming

<i>EVENT TITLE</i>	<i>DATE</i>	<i>TIME</i>	<i>LOCATION</i>	<i>WARD</i>
<i>I am Not Your Negro</i>	<i>Wednesday, February 1, 2017</i>	<i>5:00PM-8:00PM</i>	<i>Ballou Sr High School; 3401 4th St SE, Washington, DC 20032</i>	<i>8</i>
<i>Black Georgetown Remembered</i>	<i>Monday, February 13, 2017</i>	<i>7:00PM</i>	<i>Bellevue / William O. Lockridge Library; 115 Atlantic St SW, Washington, DC 20032</i>	<i>3</i>
<i>Commission on Fathers, Men, and Boys Meeting</i>	<i>Wednesday, February 15, 2017</i>	<i>6:00PM-8:00PM</i>	<i>RISE Building; 2730 Martin Luther King Jr Ave SE, Washington, DC 20032</i>	<i>8</i>
<i>African Diaspora Community Conversation & Artist Performance</i>	<i>Thursday, February 16, 2017</i>	<i>6:30PM</i>	<i>Historic Lincoln Theatre; 1215 U St NW, Washington, DC 20009</i>	<i>1</i>
<i>Frederick Douglass Birthday Celebration</i>	<i>Saturday, February 18, 2017</i>	<i>10:15AM</i>	<i>Historic Anacostia</i>	<i>8</i>
<i>The Black Love Experience</i>	<i>Saturday, February 18, 2017</i>	<i>7:00PM</i>	<i>Anacostia Art Center; 1231 Good Hope Rd SE, Washington, DC 20020</i>	<i>8</i>
<i>Commission on African American Affairs Meeting and African American Heritage Celebration</i>	<i>Tuesday, February 21, 2017</i>	<i>6:00PM</i>	<i>Smithsonian Anacostia Museum; 1901 Fort Pl SE, Washington, DC 20020</i>	<i>8</i>
<i>DMGEO Opportunity Fair</i>	<i>Friday, February 24, 2017</i>	<i>12:00PM</i>	<i>Malcolm X Opportunity Center; 1351 Alabama Ave SE, Washington, DC 20032</i>	<i>8</i>

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<i>Black History Film Fest</i>	<i>Sunday, February 26, 2017</i>	<i>2:00PM- 10:00PM</i>	<i>Historic Lincoln Theatre; 1215 U St NW, Washington, DC 20009</i>	<i>1</i>
<i>Venture DC Black Pitch Competition</i>	<i>Monday, February 27, 2017</i>	<i>5:00PM</i>	<i>Impact Hub DC; 419 7th St NW, Washington, DC 20004</i>	<i>2</i>

Employee	Trip	Date
Courtney Snowden	New York, NY	3/9/2016 - 3/10/16
Courtney Snowden	Cambridge, MA	3/15/16 - 3/18/16
Courtney Snowden	Philadelphia, PA	7/26/16 - 7/28/16
Faith Leach	Philadelphia, PA	7/26/16 - 7/28/16
Faith Leach	Boston, MA	8/15/2016
Rahman Branch	Atlanta, GA	11/9/16 - 11/11/16
Faith Leach	Boston, MA	11/13/16 - 11/17/16
Faith Leach	Chicago, IL	2/23/17 - 2/24/17
Jaren Hill	Pittsburgh, PA	1/15/17 - 1/20/17

Amount
\$795.04
<i>*Paid for by DHCD</i>
\$208.00
\$208.00
\$592.00
\$655.96
\$684.20
<i>** Paid for by DOES</i>
\$2,090.69

FY17 Budget Allotn

Office of the Deputy Mayor for Great

Agy	Approp Year	Program Code 2	Program Code 2 Title	Program Code 3	Program Code 3 Title	Agy Fund	Comp Source Group
EMO	2017	2000	DEPUTY MAYOR FOR GREATER ECONOMIC OPPORT	2010	DEPUTY MAYOR FOR GREATER ECONOMIC OPPORT	0100	0011
							0012
							0014
							0020
							0031
							0040
						0100	
						1734	0040
						1734	
				2011	OFFICE OF AFRICAN AMERICAN AFFAIRS	0100	0011
							0014
							0020
				0100			
				2012	COMMISSION OF FATHERS, MEN AND BOYS	0100	0011
							0014
		0020					
		0100					
		2000					
		3000	WORKFORCE INVESTMENT	3030	WORKFORCE INVESTMENT	0100	0011
							0012
							0013
							0014
							0020
							0050
						0100	
						0700	0011
							0012
							0013
							0014
							0020
							0040
							0041
							0050
0070							
1070							
0700							
3035	WORKFORCE INVESTMENT COUNCIL	0700	0011				
			0012				
			0013				
0700							
3000							
Summary							

ment by CSG

er Economic Opportunity (EMO)

Approp Act	Expend Act	Intra-District	Act Encumbrance Act	Pre Encumbrance Act	Available Balance
780,868.86	233,364.84	0	0	0	547,504.02
0	0		0	0	0
142,898.99	41,353.79	0	0	0	101,545.2
29,418	9,859.89	0	0	0	19,558.11
5,582	0	0	0	0	5,582
83,798.15	63,781.06	11,710.7	5,000	0	15,017.09
1,042,566	348,359.58	11,710.7	5,000	0	689,206.42
194,753	0	0	0	0	194,753
194,753	0	0	0	0	194,753
98,406.13	39,601.1	0	0	0	58,805.03
18,008.33	13,073.55	0	0	0	4,934.78
2,000	0	0	0	0	2,000
2,500	1,302.38	0	0	0	1,197.62
120,914.46	53,977.03	0	0	0	66,937.43
115,560.37	62,937.53	0	0	0	52,622.84
21,147.55	12,134.13	0	0	0	9,013.42
1,000	0	0	0	0	1,000
50,000	1,085.06	0	0	0	48,914.94
187,707.92	76,156.72	0	0	0	111,551.2
1,545,941.38	478,493.33	11,710.7	5,000	0	1,062,448.05
62,562.5	18,445.96	0	0	0	44,116.54
251,430.72	62,626.87	0	0	0	188,803.85
0	30.76	0	0	0	-30.76
57,460.76	15,987.98	0	0	0	41,472.78
37,695.04	0	0	0	0	37,695.04
1,186,095.24	1,186,095	1,186,095	0	0	0.24
1,595,244.26	1,283,186.57	1,186,095	0	0	312,057.69
0	8,034.07	0	0	0	-8,034.07
420,554.36	130,236.97	0	0	0	290,317.39
0	310.94	0	0	0	-310.94
79,040.2	18,293.03	0	0	0	60,747.17
10,000	0	0	0	0	10,000
105,000	0	0	0	0	105,000
2,148,227.72	281,613.01	0	471,395.3	0	1,395,219.41
0	0	0	0	0	0
35,000	0	0	0	0	35,000
0	0	0	0	0	0
2,797,822.28	438,488.02	0	471,395.3	0	1,887,938.96
143,610.11	0	0	0	0	143,610.11
190,178.34	12,818.7	0	0	0	177,359.64
0	0	0	0	0	0
61,083.28	2,194.32	0	0	0	58,888.96
394,871.73	15,013.02	0	0	0	379,858.71
4,787,938.27	1,736,687.61	1,186,095	471,395.3	0	2,579,855.36
6,333,879.65	2,215,180.94	1,197,805.7	476,395.3	0	3,642,303.41

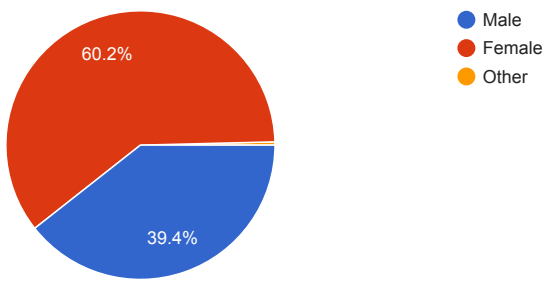
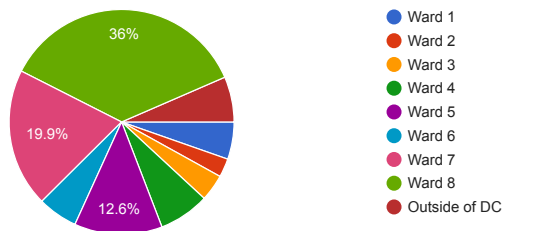
- **Project 500** is a DC based training program to help historically marginalized businesses scale in terms of revenue, staff and investment retained. Our goal is to recruit and retain up to 500 businesses to receive hands on training, capacity building, mentoring and networking to advance the economic success of their businesses and their communities.

288 Participants On boarded

Three Primary Sectors

- Tech and Tech Enabled
- Real Estate, Construction and Related Services
- Professional Services

Participant Enrollment Since Inception by Quarter			
	Q2/2016	129	
	Q3/2016	75	
	Q4/2016	58	
	Q1/2017	26	



Key Metrics – Sep-Nov 2016 (From a Cohort of 100)	
# Classes offered	11
# Classes held in Ward 8	10
Hours training delivered	378
% Business from Wards 7/8	55%
% Businesses reporting increased profitability	39%
% Businesses reporting new employees hired	12%
New capital raised (as reported by owners)	\$161,000

ASSOCIATE DIRECTOR OF LEGISLATIVE AFFAIRS
MS-0301-06

INTRODUCTION

This position is located in the Office of Greater Economic Opportunity (DMGEO). This Office (DMGEO) is a new agency created to help the Mayor prioritize, tailor, and coordinate District economic development tools along with various components of government, to spur growth and expand opportunity in District neighborhoods. In addition, the agency manages and coordinates a cluster of agencies and functions. DMGEO works across agencies and operational clusters to leverage District resources, and to address chronic inequality challenges affecting residents. The overall mission of DMGEO is to facilitate investment and job creation in underserved District of Columbia communities in order to improve economic opportunities for residents in these communities.

As Associate Director of Legislative Affairs, incumbent serves as principal liaison for DMGED on legislative matters and inquiries from Office of the Mayor, City Council, City Administrator, Federal and District Government agencies, special groups, etc.

POSITION CONTROLS

The supervisor establishes overall goals and objectives. The incumbent and supervisor, in consultation, develop deadlines, projects, and work to be done. The incumbent is responsible for planning and carrying out the assignments, resolving most of the conflicts that arise, coordinating the work with others as necessary, and interpreting policy on own initiative in terms of established objectives. In some assignments, the incumbent also determines the approach to be taken and the methodology to be used. Completed work is reviewed for coherence, conformity to objectives and application of sound evaluative and analytical concepts.

Guidelines include federal and District laws and rules that apply to DMGEO. The incumbent uses initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed new policies.

DUTIES AND RESPONSIBILITIES

Oversees and coordinates the flow of information and documents between the Executive Offices of the Mayor concerning specific legislative matters.

Participates in the development of department strategic plans for legislation; reviews, drafts and facilitates the enactment of proposed agency legislation and rulemakings; monitors and tracks legislation; and manages non-legal external communications.

Conducts in-depth research and analysis of legislative issues and alternatives, including best practice surveys, and assessment of the needs for competing proposals, and options for action.

Prepares and reviews a variety of sensitive and complex reports. Reviews critical legislative correspondence and special requests for information prior to submission to the supervisor.

Completes projects and assignments which facilitate important policy and procedure decisions, as well as policy and procedure development, formulation, and implementation. Ensures proper preparation of all information, materials, documents, and reports before approval of the Deputy Mayor.

Participates in the transformation of mayoral and legislative directives into implementable public policy by working with agency directors and staff in formulating goals and measurable objectives that link program interventions to expected outcomes.

Provides the full range of supervisory services, as required to supervise and direct the work efforts of subordinate staff and activities. Plans work to be accomplished; and gives direction based on goals and priorities identified.

Prepares policy papers and policy addresses for the Deputy Mayor, especially when related to the implications of evaluation studies conducted by the Office of Policy and Legislative Affairs.

Keeps abreast of changes in job-related statutes, laws and business trends. Attends training program, workshops and seminars as appropriate.

Perform other related duties as assigned.

OTHER SIGNIFICANT FACTS

Knowledge of DMGEO's mission, and its relationship to other District agencies. Knowledge of organizations and the interrelationships of the various agencies within DMGEO.

Knowledge and skill in conducting legislative/legal research in connection with the review and interpretation of current and proposed legislation regarding DMGEO issues. Knowledge of and skill in applying analytical and evaluative methods and techniques to resolve problems, conduct research, and make recommendations.

Excellent oral and written communication skills sufficient to provide clarification, interpretation, and other guidance on existing or proposed legislation.

Experience in providing leadership in a supervisory capacity. Ability to supervise subordinates based on priorities, selective consideration of the difficulty, and the requirement of the assignments and their capabilities.

Skill in the use personal computers which includes such software as Microsoft Word, Microsoft Excel and Microsoft Access spreadsheet.

CHIEF OF STAFF ES-301-08

INTRODUCTION

This position is located in the Office of the Deputy Mayor for Greater Economic Opportunity (DMGEO). The incumbent serves as Chief of Staff to the Deputy Mayor, and has overall responsibility for the Office operations, intergovernmental crosscutting initiatives, performance management, and providing support of overall policy development for the agencies assigned to DMGEO.

POSITION CONTROLS

The incumbent reports to the Deputy Mayor, who provides administrative direction with assignments in terms of broadly defined missions or functions. The Chief of Staff exercises appropriate discretion to direct operational objectives within the office and with respect to agencies under DMGEO, and is accorded latitude for taking independent action. In consultation with the Deputy Mayor, the Chief of Staff exercises authority for making determinations, particularly in matters involving development and interpretation of major policy and resolution of highly complex or controversial issues arising from those programs and missions that have significant legal, operational and/or fiscal implications. Results of the work are normally accepted without significant change. If the work should be reviewed, the review concerns such matters as fulfillment of program objectives, effect of advice and influence on the overall program, availability of funds and other resources.

Guidelines of the position include established policies, procedures and regulations of DMGEO, District of Columbia, Federal government, and Mayor's Orders. These guides are only generally applicable to the work, therefore, the incumbent exercises initiative, resourcefulness, and judgment in interpreting and applying the guides, as well as in developing and implementing, or guiding others on solutions to problems that are unique and outside the scope of current written guidelines.

MAJOR DUTIES AND RESPONSIBILITIES

Plans, develops, and coordinates projects and initiatives that help reach the targeted goals. Reviews programs and projects to determine if they are operating within the scope and/or description of their goals and objectives. Identifies data required for use in managing and directing programs and projects.

Supports DMGEO in the management of human and financial resources. Oversees all the internal operations of DMGEO – budget, personnel, procurement, technology, property, etc.

Acts as consultant and advisor to the Deputy Mayor on broad matters and issues concerning communications, liaison program and activities, and renders substantive assistance in important program areas. Advises the Deputy Mayor of existing problems and recommends solutions and/or alternatives.

Conducts special studies of extremely controversial or sensitive problem areas, which include changes in methods of program operation and staffing requirements necessary to effect improvements in program efficiency, effectiveness, and economy. These studies require extensive probing and analysis in determining the nature and scope of issue or problem.

Responsible for the coordination, development and administration of management, staff development initiatives, and selected organizational development programs. Participates in proactive interactions with front-line leaders to assist them in managing their areas with organization's human resources philosophy, policies and the rapidly changing environment.

Provides expertise to support executive decision-making processes by discerning and describing the interrelationship of facts and issues regarding DMGEO operations. Identifies best practices and other objective criteria to evaluate the issues. Assesses the political/community environment and potential impact, risks, benefits, strengths and/or weaknesses associated with particular proposals or courses of action. Assures that recommendations made are well-defined and coordinated and include the use of multidisciplinary approaches sufficient to meet the established and anticipated needs of decision makers.

Initiates, manages and/or oversees the completion of a wide variety of complex and diverse large-scale projects, designed to meet the needs of the Office and other internal and external stakeholders. Keeps the Deputy Mayor abreast of critical issues and provides expert assistance in anticipating, addressing, and resolving sensitive and controversial issues faced by DMGEO.

Develops, reviews, and/or oversees the preparation of responses, position papers, briefing papers, Mayor's Orders, Administrative Issuance, testimonies and statistical reports for DMGEO.

Formulates and interprets policy for dealing with assignments; develops and installs systems and procedures which track work assignments and which utilizes the staff in an efficient and effective manner; provides thorough and timely responses to policy issues, problems, and complaints through proper tracking and control of work flow; and makes adjustments in resource allocations as necessary.

Provides executive level leadership and direction to subordinate staff. As supervisor, the incumbent is responsible for making the following decisions on work problems presented by subordinate employees. Assigns work to subordinates based on priorities, selective considerations of difficulty and the requirements of the assignments, and the

capabilities of the employees. Give advice, counsel, or instruction to individual employees on both work and administrative matters. Interviews candidates and makes recommendations for appointments, promotions, or reassignments involving position and staffing.

Acts on behalf of the Deputy Mayor in his/her absence; and attends meetings with the Mayor, City Administrator and other governmental officials.

Performs other related duties as assigned.

OTHER SIGNIFICANT FACTS

Extensive knowledge of the mission, function and operational programs of the Office of the Deputy Mayor for Greater Economic Opportunity. Extensive knowledge of the policies, regulations, procedures and practices of DMGEO and the Executive Office of the Mayor.

Extensive knowledge of management practices, principles, methods and techniques; and skill in integrating management services with the general management of an organization. Extensive knowledge of a wide range of qualitative and/or quantitative methods for assessment and improvement of program effectiveness, and the improvement of complex management processes and systems.

Extensive knowledge of and skill in problem solving, negotiation strategies and project management. Excellent analytical skills in evaluating the effectiveness of administrative services, and in recommending the development and/or revision of policies, practices and procedures required.

Thorough understanding of the concepts, principles, practices, laws, and regulations of budgeting and financing. Skill in applying financial management and budgeting within the agency.

Demonstrated skills and experience in providing leadership in a managerial/supervisory capacity. Demonstrated skill in providing leadership in a team-based environment, securing the support and cooperation of departmental managers.

Skill in orally and written communication to prepare and present recommendations and solutions regarding complex issues based on analysis and evaluation, including the preparation of presentation of reports, proposals, etc., and to articulate instructions and directives. Excellent interpersonal skills in order to communicate effectively with others.

SPECIAL REQUIREMENTS

Education and Experience: Bachelor's degree from an accredited four year-college or university in public and business administration, human resource management (HRM),

public policy or related field plus a minimum of six (6) years of work related experience; **OR** an equivalent combination of education and/or experience which exhibits the ability to perform satisfactorily in the position.

Candidate must possess at least one (1) year of specialized experience equivalent to ES-07 grade level (ES-07 is equivalent to MS-13). Specialized experience is experience which is directly related to the position and has equipped the individual with the knowledge, skills, and abilities to successfully perform the duties of the position.

JOB CODE: 551618
Chief of Staff, ES-301-08 (DMGEO)

OUTREACH AND SERVICES SPECIALIST
ES-301-05

INTRODUCTION

The incumbent coordinates the response of multiple District agencies to solve persistent neighborhood problems and tailor scheduled services to meet the needs of that community. Incumbent provides a comprehensive team approach to making the neighborhoods of the District of Columbia safe, clean, healthy and economically vibrant. The program is designed to provide neighborhoods with the coordination of actions by all agencies that support the goals of "clean and safe" throughout the ward as well as "healthy and economically vibrant" in targeted areas of the ward. The program addresses neighborhood issues whose resolution requires multi-agency coordination, and seeks to provide a "pro-active" individual in each neighborhood through the "team ownership" of specific geographic areas.

MAJOR DUTIES

Establishes, monitors, and maintains a coordination of services from the partnering city agencies. Develops a coordinated work plan and ensures execution of the work plan to address persistent problems and then monitor the conditions at those locations.

Analyzes data to identify and recommend priorities to develop, direct, and organize work-plans. Resolves organizational and operational problems. Monitors performance indicators and conducts process improvement assessments to determine work plan revisions as needed.

Coordinates services among District agencies to ensure timely responses to neighborhood concerns. Informs other District and Federal government agencies of cases requiring their involvement, and directs the multi-agency initiatives.

Develops partnerships with other entities businesses, community-based organizations and citizens to support service initiatives and community problem solving.

As liaison, provides project progress information to neighborhood stakeholders, including the Advisory Neighborhood Commissions, civic groups, tenant associations, faith based organizations, schools, businesses, other organizations, and schools, businesses, other organizations, and residents.

Prepares weekly progress reports to the Director; and participates in related conferences, meetings and training seminars.

Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the mission, policies, methodologies, and operating procedures for each partnering department directly related to the functions of this position. Knowledge of the program services provided through all partnering agencies.

Knowledge of neighborhood organizations, civic groups, tenant associations, Advisory Neighborhood Commissioners, faith based organizations, and schools to establish links to develop and maintain a comprehensive service program.

Knowledge of and skill in the application of analytical and evaluative theories, concepts, procedures, methods, standards and practices to the interpretation of policy, and to meet existing and future service requirements. Ability to organize and manage projects; to review, analyze, and evaluate data; and to prepare analytical reports.

Ability to communicate both orally and in writing, and to utilize tact and persuasion in gaining acceptance of the program views. Ability to interact with various types of personalities. Ability to coach and coordinate interdisciplinary teams.

SUPERVISORY CONTROLS

The supervisor sets overall objectives and resources available. The incumbent and supervisor, in consultation, develop the deadlines, projects, and work to be done. The incumbent is responsible for planning and carrying out the assignment, resolving most of the conflicts that arise, coordinating the work with others as necessary, and interpreting policy on own initiative in terms of established objectives. In some assignments, the incumbent also determines the approach to be taken and the methodology to be used. The incumbent keeps the supervisor informed of progress and potentially controversial matters.

GUIDELINES

Guidelines consist of pertinent District and Federal regulations, policies, procedures set by the Office of the Mayor and the agency. Guides are in the form of governmental and administrative policies, procedures, directives, requirements, objectives, precedent situations and special instructions from the Director. The guides may be applicable to some aspects of the work, but most assignments may involve new problems or issues for which no clear established precedents are appropriate or where guidelines lack specificity and many interpretations are possible. The incumbent uses initiative and resourcefulness in deviating from traditional methods or researching trends and pattern to develop new methods, criteria, or proposed new policies.

COMPLEXITY

The work includes various requirements involving sometimes different and unrelated processes and methods. Decisions regarding what needs to be done and how to accomplish them are based on the incumbent's knowledge of the duties, priorities, commitments, policies and program goals of the Director and Mayor and involves analysis of the subject and issue. The chosen courses actions are selected from many alternatives and require a high degree of judgment by the incumbent. Activities may require analysis of subject matter or issues involved in constituent situation/concern.

SCOPE AND EFFECT

The purpose of the work is to perform a variety of functions associated with outreach services which includes keeping abreast of problems and/or services rendered to the community of the District and the workforce. The work involves investigating and analyzing a variety of unusual conditions, problems, or

questions; and affects a wide range of service activities provided to the communities in the District of Columbia.

PERSONAL CONTACTS

Contacts are with the agency and office staff, members and leaders of the community, and other agency government officials.

PURPOSE OF CONTACTS

Contacts are to set objectives, to achieve goals in the operations of community programs, and to promote its value to the citizens of the District of Columbia.

PHYSICAL DEMANDS

The work may require incumbent some traveling to attend meetings throughout the city.

WORK ENVIRONMENT

The work area is an office setting; however, fieldwork is required.

**PUBLIC AFFAIRS SPECIALIST
CS-1035-11**

INTRODUCTION

This is a standard position description designed for use in all District of Columbia Government departments, offices and agencies.

This position description depicts generalized duties and responsibilities required of a position with the primary responsibility for communicating, collecting, assembling, preparing, and disseminating information to the staff and general public on issues and/or decisions as they relate to the functions of the agency.

MAJOR DUTIES

Advises management on the possible public and media reactions to agency actions, as well as the information needs of the general public and various specialized groups. Identifies, summarizes and analyzes public comments submitted to the office. Advises and assists the supervisor with implementing system(s) to track and address pertinent complaints, concerns and/or issues raised. Develops communications strategies with short-term and long term goals and plans for achieving such goals.

Prepares articles for publication and other informational materials and strategies for communicating activities to support the total management efforts. Develops informational materials such as news releases, fact sheets, feature stories, and background statements.

Initiates and prepares responses to inquiries from interested groups, and the general public concerning policies and activities of public involvement. Writes public involvement plans for informing and involving the public on issue of local, state and national significance, as appropriate.

Reviews all controversial or sensitive correspondence, and works with staff to ensure that communications distributed comply with governmental regulations and procedures. Reviews all public information materials, publications, multimedia productions, and activities for the agency to assure adherence to policies and regulations.

Coordinates the dissemination of information relating to the agency through the news media. Responds to information requests from the news media. With respect to requests from the public, disseminates information, and answers questions about the agency's operations or activities.

Processes requests for information submitted under the D.C. Freedom of Information Act (FOIA). Analyzes requests to determine applicability of the Act. Applies appropriate provisions of the Act and applicable statutes, laws and directives to determine whether exemptions permit denial of access. Prepares replies to requester, citing the basis for any denial. Advises requester of appellate rights and procedures. Completes actions within statutory time limits set for the FOIA. Keeps abreast of current D.C. Government policies and directives regarding FOIA.

**PUBLIC AFFAIRS SPECIALIST
CS-1035-11**

MAJOR DUTIES (continued)

Coordinates the outreach and community relations program for the agency. Arranges meetings with District Council Members, ANC Commissioners, members of the clergy, school and university officials, non-profit organizations, advocacy groups, local and national law enforcement agencies, and/or others, as appropriate.

Updates agency web site, brochure, fact sheet and other agency publications.

Performs other related duties, as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the principles, methods and techniques of communications; and skill developing strategies to disseminate information.

Knowledge of the mission, function and goals of the Office to facilitate communication between the agency and its publics on program-related problems, activities or issues.

Knowledge of the principles and methods of written and oral communication, and skill in applying principles and using methods in developing and disseminating information about the agency and activities to the general public.

Skill in applying analytical techniques in the collection, summary, and analysis of public comments/complaints, agency information program materials, and offering recommendations for improving the delivery of program information to affected individuals and groups.

Knowledge of applicable laws, regulations, directives and policies made under FOIA in the preparation of responses to requests for information, and in the statutory time limitations.

Skills in determining the needs and desires of the agency's public(s) and in dealing effectively with those audiences.

SUPERVISORY CONTROLS

Work is assigned and evaluated by the supervisor or designee, who makes assignments by establishing program objectives, priorities, and time-frames for completion of projects; and assists incumbent in interpreting and adapting policies to assignments. Incumbent plans and carries out the complete cycle of the analysis process or drafts public involvement plans in conducting public involvement efforts and resolves problems or deviations encountered in the assignment in accordance with instructions, policies or previous work.

Completed work is reviewed for accuracy, completeness, compliance with established policies and the appropriateness of the recommendations developed by incumbent.

**PUBLIC AFFAIRS SPECIALIST
CS-1035-11**

GUIDELINES

Guidelines consist of agency policies, directives and procedures; D.C. government laws, rules, and regulations; public information and involvement manuals; precedent situations in analyzing public input and developing public involvement plans; and procedures regarding Freedom of Information Act (FOIA).

Incumbent uses experienced judgment in applying guidelines and interpreting public involvement issues or strategies, developing recommendations as a result of public input analyses and developing solutions to problems encountered by agency's personnel conducting public involvement issues.

COMPLEXITY

The work involves developing written materials conveying complex information from dissemination through various means of communications; presenting information; establishing and maintaining effective working relationships with media representatives and individual and groups from the community; and developing recommendations from an analysis of public feedback from the publics affected, both external and internal. Decisions regarding what needs to be done require an analysis of public complaints. The incumbent uses a variety of techniques in defining the nature and interest of the issues. The work involves new approaches to use in meeting communication needs of the public and the goals of the program.

SCOPE AND EFFECT

This position is primarily responsible for communicating, collecting, assembling, preparing, and disseminating information to the staff and general public on issues and/or decisions as they relate to the agency. The work results in the assurance that the agency is in full compliance with applicable D.C. FOIA laws, in addition to meeting informational needs of the public.

PERSONAL CONTACTS

Frequent contacts are made with staff personnel, the media, public, agency clients, the general public, community organizations, and others as required to complete FOIA requests and other public affairs assignments.

PURPOSE OF CONTACTS

Contacts with staff members are for the purpose of providing them with appropriate information regarding the agency's dealings with the public. Contacts with the media are to disseminate information regarding the agency. Contacts with the public are to inform residents of the District of Columbia about the agency operations and activities.

**PUBLIC AFFAIRS SPECIALIST
CS-1035-11**

PHYSICAL DEMANDS

The work involves research within the office and carrying light objects such as files, books and documents. The incumbent must occasionally travel to meetings in the community for the purpose of making arrangements for staff to appear at public events.

WORK ENVIRONMENT

Work is performed in an office setting and sometimes in various neighborhoods around the District of Columbia.

OTHER SIGNIFICANT FACTS

This description may include a signed and dated, department specific Addendum To Standardized Position Description.

Bachelor's degree in marketing, public relations, event management and promotion work, English, journalism, communications, or related field, plus three (3) years of experience in public information, public relations, journalism, or other related experience in publicity or promotional work; **OR** an equivalent combination of relevant education, training and experience related to the position.

FLSA Status: Exempt

Standards: Public Affairs Series, GS-1035, TS-53, July 1981

Certification Date: March 8, 2008

Recertification Date: December 11, 2015

Job Code: 554783

ADMINISTRATIVE SUPPORT SPECIALIST ES-301-03

INTRODUCTION

This position functions as Administrative Support Specialist, responsible for providing support assistance in managing and coordinating the daily administrative activities of the office.

MAJOR DUTIES

Provides administrative support and assistance to staff assigned to the office. Participates in the development of office policies, procedures and guides; and coordination of inter- and intra- staff action.

Serves as liaison on administrative matters and issues, and ensures accomplishment of the goals and objectives, and related actions of the office. Ensures that any confidential and/or privileged information, for which responsible, is not disclosed to unauthorized personnel.

Maintains the supervisor's schedule ensuring that when meetings are confirmed that information is collected concerning the participants, issues that will be addressed and any other information or data that might be necessary for a successful meeting.

Provides coordination for meetings/conferences, prepares background information, and manages space and logistics. Acts as facilitator/coordinator for the collection of information and data from subordinate offices, and insures that critical deadlines are met. Coordinates and/or personally prepares position papers, briefing materials, documents, and analyses of critical departmental matters.

Reviews supply requirements periodically, determining quantities and types of staple items to be ordered.

Investigates, researches, and makes inquiries requested by the supervisor. Performs special assignments, such as developing special reports that could involve the analysis and evaluation of information from a number of different sources within the agency and from outside sources.

Participates in the conduct of special studies, surveys and research projects or assignments; and develops and analyzes facts needed, and recommends the action to be taken on particular matters.

Assembles, summarizes and validates, as appropriate, information from office files and records or other available sources from general instructions. Assembles materials sent from the agency, and other health network components for the supervisor's review.

Researches and drafts responses to requests for information, letters of acknowledgement, and related correspondence based on standard procedures, and if authorized, signs for the supervisor correspondence where non-technical or non-sensitive issues are involved.

Prepares graphs, statistical charts, and agency forms design using computer applications. Gathers and compares information from web sites of other sources, and recommends changes and improvements to supervisor. Maintains all computer files including deletion and storage of information, and security for confidential information.

Reviews and types a variety of materials, including memoranda, correspondence, reports, etc. from rough drafts, long-hand notes, etc. prepared by supervisor. Assures proper format and editorial, and typographical accuracy of material typed. Where obvious discrepancies or inaccuracies are detected, suggests corrective changes to supervisor.

Performs other related duties as assigned.

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of the Office of the Deputy Mayor for Greater Economic Opportunity's objectives, priorities, and internal organization and relationships with other District agencies, in addition to the guidelines outlined for the agency.

Knowledge of the administrative and management principles, concepts, practices and techniques related to the planning, organization and implementation of office management systems; to enable the incumbent to advise on, and recommend changes; and to maintain the orderly flow of work in the agency.

Ability to gather, analyze, and evaluate data in terms of assigned tasks; and the ability to make sound judgment based on facts and requirements of the assignments. Ability to organize and prioritize assigned work projects based on office needs.

Ability to communicate effectively, in writing, orally and through automated tools to obtain information; to convey messages and information; to compose reports; and to make recommendation.

Ability to exercise tact and discretion, and skill in human relations in dealing with people from diverse backgrounds. Incumbent exercises extreme care to protect the confidentiality of certain materials and reports.

Proficiency in operating a computer, and using Word Perfect, Microsoft Word, Excel and E-Mail and PeopleSoft, and creating PDF files to effectively execute correspondence, reports and records reproduction assignments.

FACTOR 2 – SUPERVISORY CONTROLS

The supervisor assigns work and provides assignments along with instruction, priorities and deadlines. The incumbent is responsible for planning and completing the work independently; coordinating work activities; managing problems and deviation in each assignment in accordance with instructions and policies; and selecting appropriate methods and procedures in accomplishing the work. Completed work is reviewed for accuracy and conformance with governing policies, laws, regulations and instructions. The methods used in completing work requirements are not usually reviewed in detail.

FACTOR 3 – GUIDELINES

Guidelines typically include policies, procedures manuals, instructions, priorities, and commitments of the agency; District and federal; and executive orders. The incumbent uses sound judgment in interpreting and applying the guidelines. The supervisor is available for assistance on situations, which do not have clear precedents.

FACTOR 4 – COMPLEXITY

The work includes varied administrative support duties requiring different and unrelated processes and methods. Decisions regarding what needs to be done and how it should be done are based on an understanding of the interrelationships among the organizations and issues involved; and the Office's programs, goals, priorities, and commitments. The work requires analytical skills, effectiveness and efficiency managing and organizing multiple tasks, and in shifting priorities with respect to assignments.

FACTOR 5 – SCOPE AND EFFECT

The work involves providing administrative and staff support work, which entails treating a variety of problems, questions and situations in conformance with established criteria. Incumbent ensures that the administrative and support functions are accomplished effectively allowing the supervisor and staff to concentrate on more programmatic, management, and complex work.

FACTOR 6 – PERSONAL CONTACTS

Personal contacts are with co-workers and staff within the agency, and other District government agencies, various organizations in the private sector, federal and state governments, and the public.

FACTOR 7 – PURPOSE OF CONTACTS

The purpose of contacts is to facilitate the exchange of information; to convey the appropriate response and information to agency staff; to provide advice and recommendations; and to ensure compliance with directives, special instructions, procedures and deadlines.

FACTOR 8 – PHYSICAL DEMANDS

The work is mostly sedentary nature. Some walking, standing, bending and carrying of light items are required.

FACTOR 9 – WORK ENVIRONMENT

Work is performed in a normal office setting.

OTHER SIGNIFICANT FACTS:

Education and Experience:

Bachelor's degree in business or public management, or other closely related field, and at least two (2) years of related experience; **Or** an equivalent combination of relevant education, experience and training.

Job Code: 553970

Administrative Support Specialist, ES-301-03