

CONSTRUCTION OMBUDSMAN

Project Position (Not to exceed 2 years)

Nature of Work

The Construction Ombudsman will provide a professional presence on City construction projects to ensure that adjacent property and business owners receive accurate and timely information; to serve as a liaison between citizens, property and business owners, the City's engineers and the project contractor; and to improve conditions within the work zone.

Supervision

Works independently with direction established by the Director of Engineering Services and through coordination with the Public Works Director of Strategic Development.

Examples of Work

Serves as an advocate for businesses, property owners and residents along City construction projects. Serve as a point of contact for the City of these project stakeholders.

Provides accurate and timely personal and written communications to all businesses, property owners, and residents along construction projects.

Work with City's engineers and construction management personnel on projects to ensure rapid resolution of issues related to signage, work zones, detours, etc.

Provide in-the-field contact with businesses along construction projects and seek ways to lessen negative impacts of construction.

Understand detours, signage, and work zones and recommend changes to improve business conditions, pedestrian access, and drivability.

Relay the status of projects to communications personnel at the City for general updates to citizens via web, social media, media interviews, and other City communication channels.

Requirements of Work

Ability to express information to individuals or small groups effectively, taking into account the audience and nature of the information.

Ability to identify problems, determine accuracy and relevance of information, and to use sound judgment to generate and evaluate alternatives and to make recommendations.

Ability to establish and maintain effective working relationships with citizens, business owners, property owners, and contractors to create a positive impression of the City.

Demonstrated skill in communicating with people of diverse backgrounds and interests in sometimes difficult and stressful circumstances. Superior customer service skills and the ability to negotiate conflict resolution is critical.

Knowledge of construction methods desirable, but not required.

Minimum Education and Experience

3 years of customer service or outside sales experience.

College graduate with a degree in communications, marketing, business, or similar area of study.

Specific Job Duties

- Serve as the business advocate on construction projects.
- Create contact lists for businesses, residents, and property owners around each project.
- Provide and distribute the start of construction fliers to the business and residents within the project limits.
- Provide and distribute a two-week, look-ahead schedules to businesses and residents within the project limits and to those on the project email list
- Attend weekly project meetings for larger projects and as needed on smaller ones.
- Establish working relationships with contractors' assigned public liaisons. Provide training on City communications expectations for those liaisons. Attend preconstruction meetings on projects to develop initial expectations.
- Walk larger projects up to twice per week to verbally update businesses and residents
- Be available by phone for business owners and residents to convey issues and/or concerns. Promptly convey concerns and issues to the project superintendent and the project engineer. Complete follow-up with residents or business owners as needed.
- Provide updated information to City communications staff on projects for use in the weekly obstruction update, blog posts, and social media posts.
- Push "Open for Business" message in the work zone. Enlist the support of stakeholders to help push the "Open for Business" message in the work zone
- Identify other needs warranted for citizens, businesses, and anyone affected by the construction.
- Be familiar with detours, signage, pedestrian access, and drivability around projects and recommend changes that will improve those conditions and lessen negative impacts.

Salary \$61,261.92-\$75,320.64, DOE

Please send resume and cover letter to Bpatrick@spokanecity.org

The City of Spokane is an Equal Opportunity Employer