

THE ULTIMATE NPU AMBASSADOR GUIDE SHEET

A brief overview of responsibilities to help you fulfill your assigned Neighborhood Planning Unit's Public Works needs

The mission of the Department of Public Works is to deliver industry-leading Public Works services that maintain and improve the City's infrastructure through strong community partnerships, transparent policies, and sustainable procedures utilizing a highly effective and dedicated workforce leading to increased public safety, health and wellness for the residents of Atlanta



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NPU Ambassador Overview

This group of City of Atlanta Department of Public Works (DPW) staff will serve as Ambassadors to help Neighborhood Planning Units and City of Atlanta stakeholders address DPW needs. Ambassadors are assigned by Neighborhood Planning NPU is assigned one DPW NPU Ambassador to provide assistance in resolving Public Works concerns.

The goal of the DPW NPU Ambassador Team is to promote understanding and cooperation between the agency and citizens and serve as a resource for constituents regarding our initiatives and services. When necessary, DPW subject matter experts are asked to accompany the Ambassador to discuss specific issues with community groups and stakeholders. (i.e. ATL 311). In all interactions with constituents, the Ambassadors promote the use of ATL 311 as a first step in resolving issues.

Community Ambassadors are primarily responsible for the following functions within the Department of Public Works:

- *Attends Neighborhood Planning Unit meetings and serves as a department ambassador.*
- *Communicates and clarifies department updates to stakeholders and elected officials.*
- *Receive constituent requests via comment cards or email. Ambassadors disseminate citizen request to Community Affairs Coordinator for submittal to ATL311 or appropriate*
- *Fosters relationships with community leaders.*
- *Advocates build relationships and develop channels for dialogue with community leaders and organization.*
- *Attends community meetings and serves as department Ambassador.*



NPU Ambassador Responsibilities

Ambassadors are available to attend community meetings to discuss Public Works concerns within their assigned Neighborhood Planning Unit (NPU).

Ambassadors are responsible for the following:

- Contact Community Affairs Coordinator preferably at least one (1) week in advance of the scheduled meeting if you cannot attend so a representative can be placed.
- Utilize the “NPU Talking Points” administered monthly for any updates on the services/initiative.
- Ensure that you have accurate meeting date, time and location.
- Arrive at the meeting at least five (5) minutes prior to the start time and Introduce yourself to the NPU Representative to make them aware you are present.
- Obtain a copy of the agenda.
- Take notes of issues that arise via concern cards and be sure to obtain the contact information for the individuals with the issues.
- Complete Citizen Concern Forms and email or leave at Community Affairs Coordinators desk within 48 hours of the meeting.

Contact Information

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Community Affairs Coordinator

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