

COMMUNITY OUTREACH SPECIALIST

DEFINITION

Under general supervision, develops, monitors and evaluates assigned programs. Provides community and department education, oversees program operations and compliance.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Director or Division Manager. May provide lead direction to support staff.

DISTINGUISHING CHARACTERISTICS

Community Outreach Specialists perform assignments which include, informing and educating members of the community and city departments about assigned program; make presentations to community groups or organizations; solicit suggestions on strengthening the partnerships between the community and the City of Fresno, and may oversee program operations and compliance. Incumbents may perform a variety of statistical analysis pertaining to past and current patterns and trends. Incumbents collect, compile and analyze data, and develop and maintain applicable data base. Incumbents must demonstrate the ability to work well with a wide diversity of groups. Latitude and initiative are expected in order to complete office and field projects. May serve as a community advocate. This is an unclassified position in which incumbents serve at the will of the department head.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to, the following:)

Coordinate, monitor and evaluate program activities in assigned area of responsibility.

Plan, develop and direct the implementation of program, ensuring adherence with City goals, objectives, policies and procedures. Ensure program objectives are carried out and met.

Review reports and records of activities to ensure progress is being accomplished toward specified program objective.

Prepare reports, logs, correspondence and other data. Collect, compile and analyze data related to program activities and operations.

Receive and respond to requests for program information from departments, citizens and other interested parties.

Maintain data and files in assigned area of responsibility, which may include creating and maintaining an active databases.

Collect, compile and research complex statistical data.

Perform spatial, geographic, tactical, and procedural analysis of clusters, trends, and patterns of activity.

Perform systematic analysis for identifying and analyzing current and anticipated patterns, activity and statistical trends.

Prepare graphic representations of detailed and complex statistical findings or of activity, and interprets and explains findings.

Establish and maintain collaborative relationships with external agencies, consumers, and/or other applicable parties. May meet with community groups and individuals to discuss departmental or City programs and services.

Recommend modification(s) and action for resolution to practices and procedures in adherence with applicable federal, state and local laws.

Participate in a variety of meetings and committees.

May be required to work evenings, weekends and holidays.

May make presentations to community groups or professional organizations about assigned program and present findings.

Perform related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Applicable Federal, State and local laws, codes, ordinances, policies, procedures, rules and regulations.

Community and public relations principles and practices.

Writing principles and report writing techniques.

Statistical analysis, theories and concepts.

Analytical methods and their application.

Data collection, research and analysis techniques.

Basic municipal government operations, procedures, techniques, and demands.

Basic Geographic Information Systems technology, mapping processes and/or other GIS software applications depending upon area of assignment.

Ability to:

Monitor activities of program compliance, to evaluate the progress of its services.

Gather information and make policy recommendations.

Understand, explain, interpret, and apply applicable department, local, state, and/or federal requirements.

Communicate effectively verbally and in writing, and ability to prepare clear, concise and comprehensive reports, records and other written documents.

Respond to and investigate citizen complaints within program area and coordinate with relevant departments for complaint resolution.

Exercise sound, independent judgment within policy guidelines.

Identify and distinguish patterns and trends within program area.

Conduct complex statistical and analytical studies, such as collect and analyze data, develop and test hypotheses, draw valid conclusions, and present narrative and statistical data and recommendations.

Analyze, interpret and explain statistical and analysis results.

Create and test statistical models used to predict activity.

Use computers and applicable software applications, including generating reports, maps, charts, graphs, and other visual or electronic aids.

Maintain program files, records and information.

Establish and maintain effective working relationships, including strengthening partnerships between the community and City of Fresno.

MINIMUM QUALIFICATIONS

Experience:

Two years of directly related professional/program experience, as deemed acceptable by the Director of Personnel Services and the appointing authority; AND

Education:

Bachelor's degree from an accredited college or university in related field, as deemed acceptable by the Director of Personnel Services and the appointing authority. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirements:

Possession of a valid California Driver's License may be required at time of appointment.

Professional certifications or licenses may be required, preferred or desirable.

Recruitment may be limited to a specific area of expertise as required by operational needs.

Based upon area of assignment, may be required to successfully complete a polygraph test and an extensive background investigation prior to appointment.

The ability to speak, read, and write a designated foreign language may be required when community needs dictate.

APPROVED: _____
Director of Personnel Services

DATE: _____