

COMMUNITY OUTREACH TECHNICIAN

DEFINITION

To coordinate and implement community-based events and programs for the Police Department; to develop and publicize crime prevention strategies; to develop content for various media outlets regarding the department and its programs, services, and activities; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level technical Community Outreach Technician class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Organize, coordinate and participate in a variety of events and programs in support of the Police Department's community outreach and crime prevention functions.

Design and participate in events and programs aimed at crime prevention; provide training for residents, business owners and property managers.

Participate, plan and provide assistance with community events, meetings (including facilitating and developing agendas), group/tour visits, and activities.

Write, edit, design and produce press releases, public service announcements, brochures, fact sheets and presentations to create public awareness of Police Department activities and events.

Develop and monitor event and program budgets; order supplies.

Create, modify and retrieve a variety of statistical information, reports, and records related to area of assignment.

Respond to questions and concerns from community members; establish relationships with neighborhood representatives, business owners, and school personnel.

Conduct public presentations to groups of all sizes.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Crime prevention principles and practices.

Graphic design software and digital media tools.

Principles and practices of communication, including writing and editing content for social media.

Police Department programs and activities.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Plan, organize, monitor and participate in community engagement activities.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Prepare, maintain, and analyze a variety of data, records and reports.

Plan and organize large and small community events.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible customer service experience involving direct public contact.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in communications, community services, or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Established: February 2019

FLSA: Non-Exempt