



Code: 1910

Family: Public Relations and Creative Arts
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Urban Development

CLASS TITLE: INFORMATION SERVICES COORDINATOR

CHARACTERISTICS OF THE CLASS

Under supervision, acts as a liaison and outreach coordinator between the Chicago Police Department (CPD), residents, and community members; and performs related duties as required

ESSENTIAL DUTIES

- Initiates, develops, and maintains relationships with community members, including but not limited to city and county agencies, advocacy groups, community-based organizations, community-based service providers, individuals who have personally experienced an interaction with police, police officers, and other members of the community
- Leads outreach and engagement efforts to solicit feedback from the public regarding various CPD policies, trainings, and strategies
- Works with CPD members to ensure Department policies, trainings, and strategies are informed by community stakeholders
- Provides follow-up and reports back to the community regarding various reforms and revisions made to Department policies, trainings, and strategies
- Promotes community-oriented solutions to assist members of the public
- Performs community-based outreach activities to encourage community support in areas where community concerns have been identified
- Plans and coordinates workshops and seminars, scheduling representatives from City departments and other agencies to meet with citizens and provide information on the City's efforts to deal with community concerns within their neighborhood
- Assists in the information, development, and implementation of best practices, outreach programs, and community events that increase CPD efforts among community members
- Maintains a flexible schedule as necessary to facilitate and attend meetings with communities at various times of the day and week
- Provides written documentation memorializing community-related outreach activities

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with an Bachelor's degree in the Social Sciences or a related field, plus three (3) years of community or social services experience; or an equivalent combination of education and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- city neighborhoods, community organizations, community resources, and community leaders

Some knowledge of:

- geographical locations in the City
- applicable City and department programs, organizations, and resources
- applicable federal, state, and local laws, regulations, and guidelines

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LISTENING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *NEGOTIATION - Bring others together and trying to reconcile differences
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS – Demonstrate awareness of others' reactions and understand why they react as they do

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
 - INITIATIVE - Demonstrate willingness to take on job challenges
 - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
 - CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
 - SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
 - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
April, 2021