CLASS TITLE: COMMUNITY SERVICES REPRESENTATIVE

CHARACTERISTICS OF THE CLASS

Under supervision, performs community outreach activities to disseminate information and ensure the delivery of services to residents, and performs related duties as required.

ESSENTIAL DUTIES

- Attends community meetings to inform residents of City services, discuss community concerns, and receive requests for City services and programs.
- Serves as liaison to community groups and residents to implement and encourage participation in City-sponsored community programs.
- Conducts training sessions on various social service and community initiatives and programs (e.g., Vertical Interdependent Villages and Savvy Caregiver) in an effort to provide resources and support to residents.
- Prepares informational materials for use in training topics and for dissemination to the community.
- Works with City departments to ensure community residents receive responses to requests for services.
- Works with Police Department representatives to provide assistance to community residents on issues of crime and crime prevention.
- Assists in coordinating community meetings and events (e.g., neighborhood clean-ups, beautification projects).
- Maintains records and prepares reports of community outreach and training 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 a Bachelor’s degree plus two (2) years of community or social services experience; or an equivalent combination of education and experience.

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required.
- Must have the permanent use of an automobile that is properly insured, including a clause specifically insuring the City of Chicago from accident liability.

WORKING CONDITIONS

- General office environment.
- Exposure to outdoor weather conditions.

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator).
• 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:
• applicable City departments, services, programs, and resources
• public relations and community outreach principles, practices, and techniques
• training methods, practices and techniques
Some knowledge of:
• City neighborhoods, community organizations, and leaders
Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills
• *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
• *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
• *SERVICE ORIENTATION - Actively look for ways to help people
• *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
• *TIME MANAGEMENT – Manage one’s own time or the time of others
• *INSTRUCTING – Teach others how to do something

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

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
August, 2019