



**Code: 3898**

Family: Public Relations and Creative Arts

Service: Health and Welfare

Group: Medical and Social Service

Series: Human Service

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## **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

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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.

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

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
August, 2019