CLASS TITLE: **Community Outreach Coordinator**

CHARACTERISTICS OF THE CLASS: Under general supervision, coordinates and performs community outreach activities disseminating information and ensuring the delivery of services to residents; and performs related duties as required.

ESSENTIAL DUTIES: Plans and coordinates programs in the areas of sanitation, social services, and public safety to enhance the quality of services in the city’s various communities; coordinates community meetings to provide information on city programs and services; serves as a liaison to community groups and residents providing information on city programs and services, discussing community concerns and receiving requests for city services and programs; receives and disseminates requests for department services and monitors to ensures requests are responded to in a timely manner; informs department managers of community concerns and ensures communities have their concerns addressed; coordinates the department’s participation in special programs and events; promotes and encourages community participation in city sponsored events and programs; works with other city departments to respond to services and special community requests in an efficient and timely manner; maintains records and prepares reports of community outreach activities.

RELATED DUTIES: Responds to written requests for information on departmental programs.

MINIMUM QUALIFICATIONS:

**Training and Experience.** Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or directly related field supplemented by three years of progressively responsible community or social services experience, or an equivalent combination of training and experience.

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

**Knowledge, Abilities and Skill.** Good knowledge of City departments, services and programs. Good knowledge of the methods and practices used in public information and community outreach. Good knowledge of community groups and neighborhood organizations.

CLASS TITLE: **Community Outreach Coordinator (Cont'd)**

Ability to work effectively with community organizations, alderman and
other city departments. Ability to plan and coordinate special projects. Ability to promote city programs.

Good program planning and coordination skills. Good organizational skills. Good human relations skills. Good oral and communication skills.

**Working Conditions.** General office environment.

**Equipment.** Standard office equipment.

**NOTE:** While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

December, 2004
City of Chicago
Department of Personnel