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 to 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 in the areas of sanitation, social services and public safety; 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; assist in coordinating community meetings; maintains records and prepares reports of community outreach activities.

MINIMUM QUALIFICATIONS:

Training and Experience.  Graduation from an accredited college or university with a Bachelor’s degree supplemented by two 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 public information and community outreach principles.

Ability to work effectively with community organizations.  Ability to establish and maintain working relationships with community residents.

Good human relations skills.  Good organization skills.  Good oral and written 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