

COMMUNITY OUTREACH COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

To perform duties in support of administering non-sworn police support services and programs for the Police Department, including coordinating public relations, outreach and education efforts, managing social media and enforcing parking ordinances. To perform duties in support of the Neighborhood Watch program and other law enforcement programs and projects including assembling program materials, conducting meetings and training civilians for volunteer programs.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level law enforcement staff.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Coordinate the neighborhood watch program and other law enforcement-related programs including collecting and preparing materials, conducting meetings and providing training to volunteers.
2. Assist in the creation of public education and information materials, presentations and displays, including writing articles, designing flyers and other publications, and taking and editing photographs; give presentations to a variety of audiences; contribute to and update website content and social media sites (e.g., Facebook, Twitter).
3. Assist in planning and coordinating special projects and events, including National Night Out.
4. Enforce parking ordinances, issue parking citations and process delinquent offenders based on established policies, procedures, rules and applicable law and codes.
5. Transport and sort department mail; pick-up and deliver supplies to the department as needed.
6. Provide information to the public on parking ordinances and department programs.
7. Operate police portable radio.
8. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a police department.

Desktop publishing programs and photo editing software.

Social media applications.

City parking enforcement code; applicable policies, laws, procedures, rules and terminology relating to parking enforcement.

Principles and practices of customer service.

Principles and practices of basic record keeping.

Operations of a police radio.

Principles and practices of a neighborhood watch program.

Methods and techniques of public speaking and presentation.

Occupational hazards and standard safety practices.

CITY OF FOREST GROVE
Community Outreach Coordinator (Continued)

Ability to:

Operate a variety of office equipment necessary to perform the duties of the position including a computer.
Ability to create engaging and effective public outreach and education materials using a variety of media.
Interact professionally and effectively with others including angry, upset and confused people.
Interpret, enforce and explain parking codes, laws, policies and procedures to the public, in person and by phone.
Accurately prepare and complete a variety of written reports and forms.
Effectively respond to requests and inquires from the general public.
Maintain accurate records.
Understand and carry out oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Prepare and present effective public presentations to a variety of groups.
Work independently in the absence of direct supervision.
Establish and maintain effective relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade.

Experience:

One year work experience which demonstrates the ability to perform and/or learn the duties of the position. Experience working in law enforcement environment or community outreach preferable.

License or Certificate

Possession of an appropriate, valid driver's license.

Possession of LEADS certification, or ability to obtain within 6 months.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office and field environment; exposure to inclement weather conditions and potentially uneven terrain, stairs, and typical hazards found in residential areas.

Mobility: Incumbents require sufficient mobility to perform moderate or light lifting; to walk, stand or sit for prolonged periods of time; to bend, stoop and kneel; and to operate motorized equipment and vehicles.

Vision: Vision sufficient to read written materials, computer screens, and to operate assigned equipment