

## COMMUNITY LIAISON (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the coordination of various special programs (which may include fund-raising) and acts as a liaison between the municipality and various community/business organizations and the general public. The incumbent will be knowledgeable about services and programs offered by the municipality and develop an understanding of community needs. In addition, the incumbent may seek business/community funding sources which could assist the municipality in defraying costs of programs and projects. Contact and interaction with municipal department personnel, public officials, community and business leaders and the general public is an aspect of this position. This position is distinguished from Community Outreach Worker in that the incumbent of this position is additionally responsible for the assessment of community needs, the development of programs in response to needs assessment, and the coordination of special programs, which may include fund raising as a means of defraying costs. Incumbents must be fluent in both the Spanish and English languages, providing interpretive and information services. Supervision is not a responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both Spanish and English;

Writes and translates from English to Spanish various content which will be disseminated via flyers, newsletters and social media;

Coordinates special programs/events within the community or municipal government (i.e. Arbor Day, United Way, etc.);

Coordinates projects involving municipal units, businesses or other groups, and reviews finished work;

Assists department heads or other municipal employees in aspects of the planning, implementation and evaluation of special projects and programs;

Relieves professional staff in gathering community data to assess program effectiveness, increased or additional service needs, community resources, etc. through surveys, interviews, census data, and meetings with local residents and business owners;

Arranges and attends community meetings to solicit ideas, address resident concerns and encourage resident participation in municipal initiatives;

Recruits speakers to educate the community about goals;

Establishes and maintains contact with families of program participants and provides liaison services between participants and municipal departments;

Interprets program services and distributes informational material to residents to describe what, where and when program services are available to them;

Develops program services based on assessment of community needs and resources;

EXAMPLES OF WORK (Illustrative Only) (cont'd.):

Maintains contact with business and community leaders to coordinate special events and programs (i.e. business district banners, parades, etc.);

Seeks business contributions or funding sources to assist in defraying the cost of special events and programs (i.e. restoration of historical building, business district banners, parades, municipal celebrations, etc.).

Prepares detailed reports and updates the municipal board on the progress of projects, effectiveness of programs, and feedback from residents;

Uses computer applications or other automated systems, such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the local community and community populations; good knowledge of the community resources and community needs within the municipality; working knowledge of interview techniques; ability to communicate effectively, both orally and in writing; ability to read, write and converse fluently in the Spanish language at a level sufficient to pass a Spanish language proficiency test; ability to translate written material into Spanish which is grammatically correct and accurate in terms of content; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to work with diverse citizen's groups and businesses; ability to speak effectively before groups; ability to establish and maintain effective relationships with a wide variety of people; ability to manipulate an alpha numeric keyboard; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; tact, courtesy; dependability; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and five (5) years of work experience which involved public contact\*\* and/or community/public relations†.

\*\*DEFINITION 1: Public contact experience shall be defined as experience which includes, but is not limited to, information gathering, interviewing, disseminating and clarifying, inspecting, negotiating or counseling. The nature of the contact is such that it requires judgment on the part of the individual in dealing with or responding to another person.

†DEFINITION 2: Community/public relations is defined as experience acting as a liaison with public officials, corporations, other agencies, news media, and/or the public, which included responsibility for planning, preparing and distributing written materials designed to promote understanding or general knowledge about activities, services, policies or objectives.

SUBSTITUTION: Satisfactory completion of 30 college credits\* may be substituted on a year for year basis for up to four (4) years of the minimum experience described above.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE (cont'd.):

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license, appropriate for the vehicle to be operated and issued by the New York State Department of Motor Vehicles. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.