

COMMUNITY LIAISON

GENERAL STATEMENT OF DUTIES: Coordinates special programs and acts as a liaison between the municipality and the community; does related work as required.

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 of 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/projects. Contact and interaction with municipal departments/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.

EXAMPLES OF WORK: (Illustrative Only)

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.;

Assists in arranging meetings and recruiting speakers to educate the community of goals;

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

Interprets program services to residents 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;

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

EXAMPLES OF WORK (Illustrative Only)

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

May use 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 community resources and community needs within the municipality; ability to communicate effectively, both orally and in writing; ability to 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; 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 either: (a) a Bachelor's degree and one year of business or government work experience which involved public contact*; or (b) an Associates Degree and three years of business or government work experience which involved public contact*; or (c) five years of business or government work experience with involved public contact*; or (d) a satisfactory equivalent combination of the foregoing training and experience.

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

SPECIAL REQUIREMENT: Possession of a valid operator's license appropriate to the vehicle to be operated.