Position: Community Outreach Coordinator	
Department/Site: Police	FLSA: Non-Exempt
Evaluated by: Support Unit Captain	Salary Grade: OCPEA

Summary

This Community Outreach Coordinator is responsible for work planning, implementing, coordinating, and administering a comprehensive community outreach program for the Oregon City Police Department. The coordinator position will report to the Support Unit Captain and serve as a liaison between the public and the department, facilitate community meetings and other means of communication, and, coordinate opportunities for residents, businesses, and community groups to become more involved and informed about the Oregon City Police Department.

Distinguishing Career Features

The Community Outreach Coordinator performs a variety of specialty police support duties including community outreach to include crime prevention and safety promotion. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with department and City personnel and the general public. The principal duties of this class are preformed in a general office environment and in the community. Normal working hours will include being assigned to any one of several shifts: day shift, afternoon shift, night shift, weekdays or weekends. Shifts and days off may rotate based on operational need. This is a non-exempt position and is subject to the terms and conditions of a collective bargaining agreement.

Essential Duties and Responsibilities

• Identifies community problems, develops and implements short and long-range solutions/prevention programs to address the problems. Works with citizen advisory groups, businesses, community members, etc., to determine needs and increase citizen participation in community events;

• Coordinates City Neighborhood Watch programs, including setting up Neighborhood Watch programs, writing and distributing a quarterly newsletter, serving as a liaison between the police department and neighborhood groups, and coordinating National Night Out events;

• Act as liaison between the department management and community, business, and public sector organizations; provides input to the department from outside agencies; identifies citizen attitudes and concerns; advises the department on public information needs and methods;

• Develops and presents crime prevention programs and similar public information to civic groups, business groups, merchants, and their employees;

• Provides technical information and advice to the public, including explaining police practices and procedures and relevant laws, codes and ordinances;

• Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;

• May serve as department representative to other municipalities, police agencies, social service agencies and community groups;

• Plans and coordinates activities and special events for targeted citizens; assists in developing and implementing community activities;

• Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;

• Performs surveys, analyzes data, and writes reports;

• Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;

• Attends and participates in meetings, conferences, workshops, training sessions and events. These meetings will often occur on week-day evenings and also week-ends. Reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;

• Responds to citizens' questions and comments in a courteous and timely manner;

• Performs other duties consistent with the role and function of the classification.

Qualifications

- **Knowledge and Skills**

The position requires in-depth knowledge of community outreach programs and services; Public speaking techniques; Computer technology with regards to community input (surveys, etc), data collection, and recordkeeping; Customer service principles; Community/civic organizations, businesses, and key community leaders and positions; Applicable laws, rules, and regulations and Public administration principles. Requires skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare professional correspondence. Requires well-developed human relations skills to make present a positive image of the department, convey technical information to others, review performance, and use patience and sensitivity in dealing with angry/hostile/upset customers.

- **Abilities**

The Community Outreach Coordinator requires the ability to use mass media techniques such as newspaper writing, TV and video educational presentations; lead, monitor, and train individuals; Plan and organize collaborative efforts; Use computers and applicable software; Communicate effectively, both orally and in writing; Work with all levels of employees and citizens in the City and communicating effectively with various participants in joint initiatives; Set up and maintain electronic and hardcopy files; Edit program materials; Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

- **Physical Abilities**

The position incumbent must typically be able to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to sit for extended periods, to use microcomputers and peripheral equipment, accomplish other desktop work, and to move to various City locations. Requires the ability to use near vision to read printed materials. Requires auditory ability to carry on conversations in person and over the phone. Requires manual and finger dexterity to write, use a pointing device and keyboard at an advanced rate, operate microcomputer, and to operate other standardized office equipment, almost constantly requiring repetitive motions.

- **Education and Experience**

The position typically requires an Associate's degree in criminal justice, sociology, or related field; Some law enforcement experience; Some experience in community policing; Considerable experience writing and producing newsletters or; Any combination of experience and training, which provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

- **Licenses and Certificates**

Requires the following:

- Possession of a valid State Driver's License, and safe driving record;
- Law Enforcement Data System (LEDS) certification within 60 days of hire;
- Basic Mediation Course;
- The ability to pass an extensive background investigation.

- **Working Conditions**

Work is performed primarily indoors and occasionally outdoors, where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.