## **ADMINISTRATIVE OPERATIONS & OUTREACH COORDINATOR**

# **DEFINITION**

Under administrative direction from the department head, plans, coordinates, and oversee the day-to-day operations of assigned clerical staff while managing department's public relations and community outreach functions for the Residential Sound Insulation Program.

## **ESSENTIAL FUNCTIONS**

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

#### **TASKS**

Plans, coordinates, evaluates work of assigned staff in performing duties related to Residential Sound Insulation reception, public relations and community outreach; create informational and promotional literature regarding program goals and objectives; reviews and prioritizes program participants eligibility; researches, organizes, compiles, and/or summarizes staff reports and other management reports to be presented to council or other legislative boards as needed; responds to and resolves property owner complaints and other inquires; trains assigned employees on RSI program administrative functions; communicates with department director to provide information on administrative and operational issues and concerns.

Facilitates the collection of information to investigate and respond to requests from assigned Department management; develop and recommend policies and procedures to respond to inquiries regarding procedural issues, complaints, information requests and aids in assigned program development; prepares and presents reports, correspondence, documents, letters and records to management and other agencies; conducts research to support departmental operations; interfaces and communicates with local officials, City staff, contractors, vendors, program participants and the public; submits written reports to upper management; and attends department, division and committee meetings as needed.

## KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of applicable city, county, state and Federal statutes, rules, ordinances, codes, regulations and other governing rules and regulations

Knowledgeable of organizational planning and analysis principles

Knowledgeable of customer service techniques and concepts

Knowledgeable of personal computer hardware and software

Knowledgeable of file and record management

Skilled in preparing complete, complex, comprehensive and accurate reports

Skilled in assessing and prioritizing multiple tasks, projects and demands

Skilled in working within deadlines to complete projects and assignments

Skilled in oral and written communication

Skilled in establishing and maintaining effective working relationships

## **WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 10 pounds. Incumbents in this job classification may be exposed to repetitive motion and vision to monitor.

#### **QUALIFICATIONS**

Bachelors degree in Public Administration or closely related field, **AND** four (4) years experience in managing public relations and community outreach activities or advanced public administration support.

Established: 10/01/2008