SENIOR COMMUNITY AFFAIRS PROGRAM SPECIALIST

DEFINITION
Under general supervision, maintains and expands neighborhood watch programs; monitors subordinate staff and presents, devises and implements crime prevention strategies in an attempt to reduce and eliminate crime and social disorder.

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
- Maintains and expands neighborhood block clubs;
- Attends neighborhood watch meetings and presents crime prevention information;
- Recruits and maintains police volunteer staff and police academy class members;
- Schedules presenters for the police academy and arranges ride-a-longs for class members;
- Researches projects and the citizen police academy; organizes graduation ceremonies and celebrations.
- Provides administrative support and computer assistance to co-workers;
- Participates in community events;
- Administers a college student internship program;
- Provides customer service and assists citizens with information;
- Provides guidance for community problem solving, inquires and/or requests and registers complaints;
- Designs and maintains Police Department website.
- Maintains operation of police community centers;
- Maintains affiliation with community based organizations;
- Organizes annual Police Open House, holiday luncheon and other crime prevention-related community events and fairs; conducts tours of Police Station for citizens.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of community and/or public relations, customer service techniques and concepts, conflict resolution techniques and methods, community and outreach resources, social services programs,
- Skilled in providing and following oral and written instructions, dealing with challenging situations, maintaining a positive and productive demeanor, and in establishing and maintaining positive and productive working relationships
- Ability to perform and train other employees on essential duties, effectively communicate verbally and in writing, document actions, follow through to resolution, make immediate professional judgement calls;
- Proficient in the use of a personal computer hardware and software and other electronic devices;

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in indoor and outdoor environments. Work may require frequent standing, walking, bending and lifting up to 20 pounds. May be exposed to repetitive motion, vision to monitor, extreme temperatures and weather and moving traffic.

QUALIFICATIONS
Bachelor’s degree from an accredited college or university in Communications, Public Relations, or Public Administration or closely related field, AND four (4) years experience in community/public relations in a local government or Police Department OR an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver’s License.