

CLASS SPECIFICATION

Community Liaison

Code Number: _____

GENERAL PURPOSE

Under general direction, performs a variety of professional and administrative activities in support of Commission community relations and outreach programs; serves as liaison between the Commission and designated governmental agencies, civic and community groups and organizations; serves as the Commission's ombudsperson; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Community Liaison performs skilled professional duties in developing and carrying out community relations and outreach plans, programs and initiatives and in serving as the Commission's ombudsperson. The incumbent facilitates two-way communication among the Commission and key stakeholders with whom affordable housing and related programs are designed, planned and instituted and with individual clients and members of the public who have concerns or complaints about Commission programs, policies and procedures, their application or implementation. The incumbent is expected to carry out assigned responsibilities with considerable initiative, independence, seasoned judgment and awareness of governmental and community issues, interests and sensitivities.

Community Liaison is distinguished from Community Relations Specialist in that a Community Relations Specialist is responsible for developing and implementing projects and activities to accomplish assigned elements of the section's Community Relations Plan, with a heavy emphasis on researching, writing and coordinating the production of communications pieces and outreach materials.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Serves as on-going liaison and represents the Commission with designated governmental agencies and civic and community groups and organizations, as assigned; attends and monitors meetings, answers questions and provides information on Commission programs and projects; works with other Commission staff to formulate methods and approaches for addressing community and agency concerns; follows up to ensure that concerns, needs and requests are responded to; speaks before meetings of civic and community organizations; takes proactive steps to build positive relationships with key business, civic and community leaders and elected officials.

Receives concerns and complaints regarding Commission programs, policies and procedures, their application in individual cases, Commission staff behavior and conduct when interacting with clients or members of the public and other matters, directly and indirectly, from various sources; conducts reviews or investigations at the level of detail necessary to determine issues and facts; based on investigative findings, takes appropriate action which may include: explaining Commission policies and procedures and their bases to clients or complainants, referral for action and follow-up by relevant Commission staff, facilitating conflict resolution between the Commission and the complainant or recommending procedural changes to relevant sections; advocates for clients when warranted by facts and circumstances; confers with managers and supervisors on appropriate methods for handling substantiated cases of employee error or inappropriate conduct; follows up to ensure actions have been taken and issues resolved to the extent possible; maintains logs and records of cases handled.

Provides on-going liaison and staff services as a Commission representative to City service centers and Livable Neighborhood Teams.

OTHER DUTIES

As liaison and team member, participates in facilitating and developing solutions regarding housing-related community issues through joint efforts by City departments, neighborhood organizations, schools, landlords and other governmental agencies; provides technical assistance and advice to landlords.

Serves on the Commission's threat assessment and crisis intervention teams.

Provides technical and outreach services in connection with special projects and community initiatives.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles, methods and practices applied in design and implementation of community relations and outreach programs; Commission housing programs, policies and procedures and their bases in law and regulation; other federal, state and local law and regulation applicable to areas of assigned responsibilities; structure and services provided by other local governmental agencies as they relate to housing and social services programs; principles, practices and techniques of mediation, conflict resolution and crisis intervention; principles, practices and techniques of public administration; research methods and analysis techniques; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; Commission administrative regulations, personnel policies and Memoranda of Understanding.

Ability to:

Understand, interpret, explain and apply Commission, local, state and federal policy, law, regulation governing the Commission's programs and services; communicate clearly and concisely, orally and in writing; make effective presentations before groups; utilize exceptional active listening skills to genuinely understanding others' concerns and points of view; respond to clients and complainants with tact, diplomacy and empathy while maintaining an objective perspective and evenhanded approach to problem identification and resolution; interpret information and situations, exercise sound independent judgment and make recommendations in accordance with applicable policies, regulations and guidelines; apply mediation and conflict resolution methods and techniques to effectively resolve complaints and disputes; political acumen and diplomacy in dealing with elected officials, representatives of other governmental agencies and civic and community groups on sensitive and potentially volatile issues; maintain accurate files and records; maintain effective relationships with a wide range on public and private individuals of highly diverse perspectives and backgrounds, Commission executives, managers, employees, clients, the public and others encountered in the course of work.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a four-year college or university with major coursework in public relations, communications, public administration or a closely related field; and five years of progressively responsible professional experience in the administration of housing programs and services, at least two years of which involved the evaluation, facilitation and resolution of disputes from clients or outside organizations or participation in community outreach programs and projects similar to those administered by the Commission; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel standard office equipment; and reach with hands and arms. Employees are frequently required to stand and walk and frequently lift and carry up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines on multiple, concurrent tasks; work with constant interruptions; and interact with Commission managers, supervisors, officials of other governmental agencies, business and community organizations, clients, the media, employees, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. Assignments require attending numerous meetings, events and functions on behalf of the Commission.