CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 641.2

Job Title: **COMMUNITY LIAISON**

Pay Grade: 18

GENERAL SUMMARY:

Functions as a liaison between City administration and the community, providing reference services and information assistance.

RESPONSIBILITIES:

- Provides oral and/or written reference services and information assistance to the community at large.
- Develops and maintains a filing and tracking system covering disseminated information, referrals, requests, and complaints.
- Performs site visitations and surveys items/areas of complaint.
- Performs special assignments as requested.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Liberal Arts, Business Administration or a related field.

EXPERIENCE:
Two years of experience in community organizational work, resource and referral services, or a closely related field are required.

SUBSTITUTION: Professional experience related to the type of work to be performed may substitute for the education requirement on a year-for-year basis.

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies, and precedents.

IMPACT OF ACTIONS:
Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

SPECIFICATIONS: (continued)

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation, e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation, e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:
The position is physically comfortable, the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., a normal office environment with acceptable lighting, temperature, and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Community Liaison
Senior Community Liaison

Effective: October 1990
Revised: December 1992
Revised: May 2024