CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 821.2

Job Title: **SENIOR COMMUNITY LIAISON**

Pay Grade: 23

GENERAL SUMMARY:

Acts as a liaison between City departments, public interest groups and diverse ethnic groups in the community.

RESPONSIBILITIES:

- Establishes and maintains open lines of communication by personal contact with neighborhood groups, voluntary organizations, and the general public.
- Serves as a resource to the general public, responding to inquiries and providing information on the various types of departmental services, programs, and projects.
- Assists in developing training programs to improve interactions between the department and communities.
- Interfaces with departments and the community to convey concerns and reactions.
- Schedules and attends various meetings to inform ethnic communities of current issues.

SPECIFICATIONS:

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

EXPERIENCE:
Four years of professional 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 requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies, and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work cause some expense and inconvenience. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation into setting work objectives.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:
Involves general scheduling and review of work as a "working supervisor" or lead person. Has one direct report employee.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with Managers and Assistant Directors. 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 citizens, visitors and/or mid-level representatives of government agencies, guests, vendors, and professional contacts with allied organizations and occasionally with prominent persons such as community leaders, business, and industry leaders as well as officials of government and financial agencies and media representatives. Interaction requires substantial sensitivity and cooperation, e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

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: February 1994
Revised: May 2024