CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 822.2

Job Title: **COMMUNITY RELATIONS SPECIALIST**

Pay Grade: 11

GENERAL SUMMARY:

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

RESPONSIBILITIES:

- Furnishes information to community residents, providing referrals to other agencies as appropriate.
- Assists community clients by filling out forms, writing letters, and explaining various program rules and applications.
- Advises community regarding the W.A.T.E.R. fund; aids in the application process; and monitors fund.
- Maintains liaison with other community social agencies and industry-related programs.
- Assesses community needs. Plans and implements special support programs and/or activities.
- Serves as a community resource person as required.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

License: May require a valid Texas driver's license and compliance with the City of Houston's policy on driving.

EXPERIENCE:
Six months of experience are required.

COMPLEXITY:
Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. 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.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

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. Interaction involves routine information exchange and/or simple service activity which requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

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

PHYSICAL SKILL:
Requires the ability to make simple gross motor responses within large tolerances.

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

JOB FAMILY:

	OR	Health Department:
Community Relations Specialist		Human Service Program Coordinator
Community Involvement Coordinator		Community Involvement Coordinator
		Human Service Program Manager

Effective: May 1995
Revised: March 2012
Revised: July 2026