



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 822.3

Job Title: **SENIOR COMMUNITY OUTREACH COORDINATOR**

Pay Grade: 28

GENERAL SUMMARY:

Functions as a senior liaison between Council, City departments, public interest groups and the general public within the community.

RESPONSIBILITIES:

- Performs site visits and surveys in areas of complaints. Investigates and makes recommendations for addressing issues.
- Interfaces with neighborhood groups, voluntary organizations and general public.
- Responds, addresses, and resolves Council priority complaints. Logs and provides weekly case updates.
- Interprets and communicates City and departmental policies and procedures.
- Negotiates solutions for areas of concerns.
- Compiles data, produces information and interprets results through conclusion or recommendation formulation. Develops reports, special documents or publications as assigned.
- Represents supervisor at monthly meetings with Council members and/or staff to discuss priority concerns.
- Assists in developing training programs to improve interactions between the department and communities.
- Completes special projects as assigned, working on a wide variety of administrative, professional, management and community issues and problems of medium to high complexity.
- Prepares, edits and revises department policy and procedure manuals.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Business Administration, Public Administration or a field directly related to the type of work being performed.

EXPERIENCE:

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

SPECIFICATIONS: (continued)

Substitutions: Graduate degrees related to the type of work to be performed may substituted for the experience requirement on a year-for-year basis. Professional experience related to the type of work to be performed may substituted for the education requirement on a year-for-year basis.

COMPLEXITY:

Work is non-standardized, complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

IMPACT OF ACTIONS:

Errors could lead to moderate expenses and inconveniences. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect report employees.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Managers and Assistant Directors Interaction involves explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

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 some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

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., 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:

Community Outreach Coordinator
Senior Community Outreach Coordinator

Effective: September 2017

Revised: June 2020