

City of San José
CLASS SPECIFICATION

Title: Community Coordinator (6124)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Parks, Recreation and Neighborhood Services	Varies	Non-exempt

CLASS SUMMARY

Under direction, performs work of considerable difficulty in prioritized neighborhoods and populations acting as a liaison for the City by working closely with the community, schools, community organizations, and public and private agencies in developing those activities and programs. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification work directly with priority communities to assist them in developing prevention and intervention programs and services that ensure a safe, clean, and healthy environment through community involvement. This classification differs from the Community Services Supervisor in that Community Services Supervisors are responsible for supervising and managing a specialized program in a major section of the Department of Parks, Recreation and Neighborhood Services

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Completion of two (2) years of course work at an accredited college or university, including courses in social science and three (3) years of experience in work concerned with the improvement of inter-group relations, delinquency or homeless prevention, public health, youth or social development, or, involvement in blight reduction or community safety programs.

Acceptable Substitution

Additional related experience may be substituted for the education requirement on a year-for-year basis.

Required Licensing (such as driver's license, certifications, etc.)

Possession of a valid driver's license authorizing operation of a motor vehicle in the State of California.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
 - Knowledge of the availability of social services from State, local and Federal agencies as they pertain to Housing, medical aid, and counseling services.
 - Knowledge of promotions and public relations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.

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- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Social Awareness - Demonstrates the ability to read or sense other people's emotions and how they influence the situation of interest or concern; demonstrates empathy and organizational awareness.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Identifies, evaluates, and analyzes the needs of a community area through meetings with community members, parents, youth, and servicing agencies.	Daily
2.	Conducts surveys and needs assessments; analyzes the information to assist in developing safety and health, quality of life promotion, and other programs to meet the needs and interests of the neighborhoods served on a continuing basis.	Intermittent
3.	Attempts to resolve neighborhood disputes, grievances, and other related social problems and takes appropriate action.	Weekly
4.	Identifies and provides information and referral for needed resources and services in assigned areas.	Daily
5.	Initiates, develops, and maintains effective working relationships with schools, agencies, businesses, and community groups. Develops programs that are designed to encourage co-sponsorship of activities.	Daily
6.	Supervises employees through training, assigning, and monitoring work.	Daily
7.	Recommends employment, retention, promotion, and demotion, and provides input for performance evaluations.	Intermittent
8.	Coordinates agencies and service providers' program activities, keeping them informed and actively involved in program formulation.	Weekly
9.	Monitors projects' budgets and assumes responsibility for setting priorities to meet the needs of an area.	Weekly
10.	May develop and coordinate a volunteer community program in conjunction with community activities.	As Required
11.	May supervise neighborhood service centers.	As Required
12.	Performs other related work as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

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PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Lift, carry, push, and pull tools, equipment, and supplies weighing on average 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Communicate in person and over the telephone;
- Maintain professional demeanor during interactions with staff, customers, and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions

When assigned to program activities, possess ability to:

- Work in an outdoor environment with unpredictable working conditions including but not limited to exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and odors.

CLASSIFICATION HISTORY *Created 1/90, Rev. 11/94, Rev. 7/97, Rev. 11/21; s003*