



City of Austin - JOB DESCRIPTION



Community Liaison

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	11733	Salary Grade:	OG8
Approved:	May 31, 2001	Last Revised:	January 25, 2008

Purpose:

Under general direction, this position is located in Office of the Police Monitor Department and is responsible for conducting and coordinating social services outreach or community development activities.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Assists in the acceptance of complaints filed by members of the public against police officers. Conducts initial interviews with the complainant by explaining the oversight and investigative process.
2. Develops and implements community outreach and education efforts.
3. Participates in the investigation process.
4. Serves as an interface to the Police Review Panel.
5. Conducts neighborhood need assessments, meets with neighborhood residents, leaders and community groups to identify needs and available resources.
6. Represents the city and department at community functions, provide community outreach for the department.
7. Solicits community wide involvement. Interact with the community and keep the community informed about the work of the Police Monitor's Office.

Responsibilities - Supervisor and/or Leadership Exercised:

- May provide leadership, work assignments, evaluation, training, and guidance to others.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of criminal and employment law.
- Knowledge of city practice, policy, and procedure
- Knowledge of local city, state, federal and private services providers and funding sources.
- Knowledge of State Civil Service and Civil Rights Law.
- Knowledge of community organizing and neighborhood development techniques.
- Skill in planning, coordinating and implementing community programs and activities.
- Skill in developing new initiatives and working with service providers to plan and coordinate services.
- Skill in working with community representatives to identify and address local needs.
- Skill in oral and written communication.
- Skill in interpreting, organizing, coordinating and executing assignments, projects and programs.
- Skill in establishing priorities of tasks to maximize effectiveness.
- Skill in conflict resolution and negotiation.
- Skill in handling multiple tasks and prioritizing.
- Skill in analyzing data.
- Skill in using computers and related software applications.
- Ability to work well with individuals from a variety of different backgrounds and experience, including community leaders, residents, service providers, local officials and elected representatives.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to establish and maintain good working relationships with the public and making effective use of community resources.

Minimum Qualifications:

- Graduation from an accredited four-year college or university with major coursework in Business Administration, Criminal Justice, Public Relations or in a field related to the job, plus three (3) years experience in community outreach or neighborhood wide community programs.
- Education or Experience may be substituted up to a maximum of four (4) years

Licenses and Certifications Required:

None

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.