

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Community Relations Coordinator
FUNCTIONAL AREA: Human Resources

WORK OBJECTIVE:

This is a professional technical work administering and coordinating community relations and citizen services programs at a remote City facility location environment.

Employees in this class are responsible for supporting the implementation of the community relations and citizen services programs coordinating departmental efforts, and explaining programs to all levels of employees and citizens. Duties may include preparation and publication of documents or information intended for internal and external circulation; conducting initial intake of employee and citizen complaints about workplace and employment issues; providing citizen services, or assisting with administrative support work of department. Administers the duties of a Passport Acceptance facility.

Work requires the exercise of considerable independent judgment, attention to detail, and adherence to rigid deadlines. Non-standard situations and complex technical problems are referred to a supervisor, with recommended courses of action.

Assignments are made orally or in writing and work is reviewed through observation of results obtained, conferences and periodic reports or evaluations.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Serves as the department liaison to citizens and community organizations.
- Answers and directs incoming calls to appropriate sources.
- Acts as an information and referral source, providing follow up.
- Interacts with elected officials and other dignitaries.
- Tracks requests and complaints in a database in order to provide a prompt response.
- Receives complaints and resolves or refers them to the proper division.
- Exercises a high degree of independence in planning work performed at remote location.
- Assists with the coordination of community outreach programming efforts with citizens, and community organizations.
- Assists with coordinating recognition activities to include ceremonies, incentives and certificates.
- Maintains databases to record and manage data.
- Gathers and compiles reports and surveys.
- Communicates City services, activities, and programs to citizens, businesses, and organizations.

Community Relations Coordinator

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Bachelor's Degree in Human Resources or related field; supplemented by three (3) to four (4) years progressively responsible experience in providing customer service and coordinating community programs; or an equivalent combination of education, training, and experience.

Knowledge, Skills, & Abilities –

Knowledge of City departments, codes, policies and procedures, and Boards and their respective services, policies and procedures.

Knowledge of principles and practices of public personnel administration, including recruitment and selection, training and employee programs.

Knowledge of laws, ordinances, regulations and statutes, which govern human resources functions.

Knowledge of local, state and federal regulations pertaining to equal opportunity and affirmative action.

Knowledge of the geographical area and demographics of assigned areas in community, including the ability to read and understand maps and provides general directions.

Knowledge of effective customer service practices, public facility operations and procedures.

Effective interpersonal skills; effective computer and telephone skills.

Ability to work independently, demonstrates independent judgment, and show initiative.

Ability to respond to difficult and stressful situations in an efficient, effective and positive manner.

Ability to establish and maintain effective relationships with internal and external customers, local business owners, professional association, civic organizations and the general public.

Ability to apply sound customer service principles and techniques.

Ability to express ideas clearly and concisely - written and verbal.

PHYSICAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).

ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.