

COMMUNITY RESOURCE CENTER ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, performs a wide variety of administrative duties to support the operations and services of a Community Resource Center; provides information on community activities, services and resources to local residents; develops routine correspondence and inputs data into a computer terminal; serves as liaison between law enforcement, code enforcement and other city departments in the surrounding neighborhood and performs a variety of tasks relative to assigned area of responsibility.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Coordinates the activities at one of the City's Community Resource Centers, makes reservations for the use of the center by community groups; greets Center visitors, determines nature and purpose of visit, and assists by providing service and/or program information; acts as a coordinator and liaison between the public, Neighborhood Services, and other City Departments including Police and Public Works; maintains files and records; ensures daily operation of the center; oversees proper maintenance of the center and initiates customer care request for maintenance service and repairs as needed;; coordinates youth, adult and family activities; recruits and monitors volunteers; provides administrative support services for local resident associations and partnering non-profit agencies; refers area residents to City departments and other agencies for appropriate assistance and services; provides information to supervisor(s), coworkers, and people outside the organization by telephone, in written form, e-mail, or in person; assists area residents with interpretation and completion of forms and document requirements for city, social service or educational programs; assists with the administration and delivery of various service programs provided by outside partnering agencies; works collaboratively with contracted staff to facilitate program delivery; maintains order among center patrons; orders supplies for activities and building maintenance; performs a variety of routine record keeping duties;; responds to requests by gathering information and data (i.e. questionnaires, surveys, focus groups, etc.); maintains records of Center programs and services; enters and updates records; types a variety of documents and forms; prepares informational pamphlets and flyers including Center event calendar schedule; retrieves data from computer programs; schedules meetings as requested; organizes and conducts neighborhood community meetings; coordinates and implements events (i.e. resource fairs, workshops, etc.) at the Center and at other off-site locations; manage neighborhood community garden; performs custodial and light maintenance duties; participates in a variety of special projects as assigned; and performs related duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic office procedures, methods and computer equipment;
- Basic record keeping procedures;
- English usage, spelling, composition, grammar and punctuation;
- Principles and processes for providing customer service in a variety of situations;
- Cultural and ethnic diversity within the community;
- Homelessness and gang safety and service protocols;
- Community engagement strategies and group facilitation;
- Local social service, faith-based organizations and food resources available to individuals and families;
- Applicable policies, codes, ordinances and regulations.

Ability to:

- Communicate information and ideas in speaking and writing so others will understand.
- Identify and understand the speech of another person.
- Read and understand information and ideas presented in writing.
- Effectively serve as a liaison between the City, law enforcement and a variety of community agencies and members of the community;
- Report incidences of illegal or suspicious activity to higher authorities;
- Research and develop programs to meet the needs of a diverse community;
- Work independently and exercise professionalism and good judgment in performing job tasks;
- Respond to requests and inquiries from the general public;
- Learn to prepare clear and concise reports;
- Make presentations to a public audience and speak to large groups;
- Maintain clerical records;
- Perform light custodial tasks;
- Learn to interpret and explain departmental policies;
- Establish and maintain constructive and cooperative working relationships with those contacted in the course of work;
- Maintain mental capacity which allows for effective interaction and communication with others; and,
- Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.

Experience and Training

Experience: Two years of either paid or volunteer experience working with the public.

Training: Equivalent to the completion of the twelfth grade. Supplemental training or job related coursework is desirable.

License/Certificate: Possession of or ability to obtain an appropriate, valid California driver's license.

Special Requirements:

- Must be available to work a variety of shifts, including nights, weekends and holidays.
- Bilingual ability to read and speak in English/Spanish is highly desirable.
- Will be required to travel from site to site and participate in activities and events outside of assigned work center.
- Maintain open and positive working relationship outside of the Center in the community with diverse population.

WORKING CONDITIONS

Environmental Conditions: Indoor and outdoor environment; extensive public contact; exposure to computer screens.

Physical Conditions: Essential functions may require maintaining physical ability and mobility necessary for: walking, bending, stooping, crouching, kneeling, twisting or standing; heavy, moderate or light lifting; use of fingers, hands and arms for reaching, pushing, pulling; speaking and hearing to exchange information; visual acuity to read or observe and interpret information and events; and traveling to various work locations.