



CITY OF
SIMI VALLEY

COMMUNITY SERVICES COORDINATOR

*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.*

SUMMARY DESCRIPTION

Under direction, oversees and coordinates community oriented programs and activities within assigned department; implements program goals and objectives; and performs a variety of administrative, professional, and technical tasks in support of assigned area of responsibility.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing community oriented services; implement policies and procedures.
2. Prioritize assigned projects to effectively meet critical deadlines.
3. Promote and coordinate specific activities within assigned program area; prepare informational material including news releases, flyers, schedules of events, pamphlets and brochures as appropriate.
4. Maintain records and develop reports concerning new or ongoing programs and program effectiveness; monitor effectiveness of assigned program area; recommend and implement modifications as appropriate.
5. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
6. Participate in the preparation and administration of assigned program budget; submit budget recommendations; monitor expenditures.
7. Monitor program compliance with laws, rules and regulations related to provision of community services and related services.
8. Maintain awareness of new developments in the field of community services; incorporate new developments as appropriate into programs.
9. Order program supplies for special events and ongoing needs.
10. As required, serve and/or provide support to a variety of boards, commissions, and/or committees; prepare and present reports and other necessary correspondence.
11. Respond to the City's Emergency Operations Center in the event of an emergency.

12. Perform related duties as required.

When assigned to Crossing Guard Program and Citizen Advisor Program:

13. Plan, coordinate, and supervise all services and activities of the Crossing Guard Program; recruit, interview, select, train, schedule, evaluate and terminate staff; supervise daily activities at various locations throughout the City.
14. Supervise and provide for Crossing Guard/pedestrian public safety through the development and oversight of policy consistent with California State Traffic warrants; ensure Crossing Guard personnel follow traffic safety laws and regulations.
15. Work collaboratively with police, traffic engineering, and risk management to review and analyze traffic safety issues including intersection signalization and stripping design to provide for pedestrian safety and liability concerns.
16. Plan, oversee, coordinate, and analyze Citizen Advisor services including developing and distributing a Directory of Services for the Homeless and Needy.
17. Research, plan, and provide information and referral services for citizen needs.
18. Provide staff support to the City's Task Force on Homelessness in identifying and addressing local and regional service issues related to the City's homeless and low-income populations.
19. Oversee and coordinate grant funding requests, monitoring and reporting requirements for the Citizen Advisor program and other related programs and services.

When assigned to Youth Services:

20. Coordinate all aspects of the Youth Employment Services; recruit employers to offer job opportunities to youths; coach clients through the job search process; organize appointments and workshops; maintain client pool database; oversee and review client information and qualifications and refer clients to job orders; follow up on job referrals.
21. Develop and maintain positive and collaborative working relationships with colleagues, outside agencies, local businesses and the community.
22. Coordinate and conduct Youth Employment Advisory Board and Youth Council meetings; schedule guest speakers, write minutes and agendas, and follow-up on topics discussed at meetings.
23. Plan, coordinate and facilitate annual events including Youth Leadership Summit, Interview Skills Workshops, the Job and Career Fair and Youth Service Providers' Meet and Greet.
24. Interface with community groups, City staff, school officials, boards, and City Council on issues and concerns related to youth services.

When assigned to Teens at Risk Program:

25. Oversee and coordinate teen counseling programs; counsel program participants as needed; provide support service to agencies that provide clothing, food, medical and housing; provide referrals to appropriate agencies as needed.

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26. Determine eligibility of program participants; prepare necessary paperwork and documentation into program.
27. Provide counseling services for teens involved in alcohol, drugs, child abuse, truancy, behavioral or family problems and runaways.
28. Meet with students referred individually and conduct an initial assessment of immediate needs; determine if additional services are required and make referrals as appropriate to sources such as support groups, workshops or community resources.
29. Coordinate, facilitate, and conduct workshops pertaining to teen and family issues; determine topics, speakers and materials to be used.

When assigned to Permit and False Alarm Program:

30. Oversee and coordinate the processing of various regulatory business permits and licenses including but not limited to billboard room permits, dance permits, massage permits, solicitors permits, firearms dealer licenses, pawnbroker licenses; secondhand dealer licenses, taxi cab licenses, non-profit organization registration for solicitation and bingo permits.
31. Complete background investigations on individuals applying for permits or licenses; create and maintain business permit file for each applicant.
32. Oversee and coordinate the False Alarm Program; notify responsible party of violation if applicable; generate invoices for false alarms as needed; follow-up on current information, delinquent accounts and bankruptcy locating the responsible party; maintain a variety of records and reports.
33. Work closely with the Accounts Receivable division regarding concerns of accounts related to the False Alarm Program.

When assigned to Crime Prevention:

34. Develop various crime prevention programs; compile informational statistics and prepare reports on programs including but not limited to Crime Free Lifestyles, Holiday Crime Prevention and Crime Free Multi-housing.
35. Respond to public requests regarding meetings, event scheduling and other inquiries; provide assistance to schools, organizations and the general public to schedule officers for community events.
36. Serve as the liaison for the Neighborhood Watch Program; coordinate and conduct training sessions for neighborhood watch groups.
37. Contact and coordinate speakers for various crime prevention programs throughout the community; conduct presentations for various groups on a variety of Crime Prevention subjects including Telemarketing Fraud, Identity Theft, children and senior citizen programs, and home security.
38. Communicate with the public regarding various concerns and scams; create crime alerts.
39. Plan, organize and coordinate annual events such as Every Fifteen Minutes, National Night Out and Bicycle Safety.

40. Serve as the liaison for the Crimestoppers Program; attend monthly meetings and disperse rewards to Scholastic crimestoppers recipients.

When assigned to Crime Prevention Through Environmental Design:

41. Provide information, technical assistance, project review, guidance to applicants and the general public in response to development related proposals as it relates to Crime Prevention through Environmental Design (CPTED) and public safety.
42. Provide staff support and ensure that the exchange of information regarding CPTED and public safety standards are maintained between City departments.
43. Conduct reviews, prepare written responses and actively participate in the application process for all applications requesting the Amendment of the General Plan, Specific plans, changes to the Zoning Ordinance, all development applications including residential, commercial, industrial and redevelopment activities within the City as they relate to CPTED and public safety.
44. Ensure that all development activities comply with the Minimum Building Security Ordinance.
45. Schedule and perform business security inspections; prepare written reports to business owners outlining security deficiencies and recommend how to increase security at their business.

When assigned to Volunteer and Citizen Police Academy Programs:

46. Oversee and coordinate the Volunteer Program within the Police Department; recruit new members, conduct background checks, create volunteer schedules; coordinate, conduct and facilitate volunteer trainings and meetings; supervise and evaluate volunteers on an ongoing basis.
47. Review requirements from different divisions within the Police Department to determine how the volunteer program can assist them; assign volunteers to divisions that need their assistance.
48. Organize and coordinate Police Department facility tours.
49. Maintain records and order supplies for the Volunteer Program; organize awards to recognize exceptional service.
50. Oversee and coordinate the Citizen Police Academy Program; recruit and coordinate enrollment in the program; contact and coordinate speakers and guests from outside agencies to speak to program participants.

When assigned to Emergency Services:

51. Participate in overseeing and coordinating emergency services activities for the community including developing, implementing, and maintaining emergency preparedness and disaster relief programs.
52. Coordinate the community emergency response team program; conduct training sessions for the community.
53. Participate in planning and executing special events including the Emergency Preparedness Expo.
54. Teach the Incident Command System to other divisions, departments, and the community.
55. Participate in coordinating capital building projects as assigned.

When assigned to Graffiti Abatement Program:

56. Oversee and coordinate the Graffiti Abatement Program within the City; enforce graffiti abatement ordinance to ensure the City is free from graffiti.
57. Inspect, photograph, and record graffiti incidents; prepare crime reports and provide information to police for further investigation as necessary; produce work orders for clean-up; perform follow-up inspections to ensure graffiti was cleaned up.
58. Prepare and provide program information to the local and regional newspaper media.
59. Prepare and conduct graffiti program overview presentations to Neighborhood Councils, Board of Realtors, and Neighborhood Watch groups.
60. Receive, monitor and respond as needed to reports of graffiti incidents.
61. Represent the City in court for graffiti vandalism cases as necessary.

When assigned to Parking Enforcement Program:

62. Supervise and participate in all aspects of the Parking Enforcement Program, Vehicle Abatement Program, Oversize Vehicle Program, and front desk operations.
63. Respond over the phone and in the field to public concerns related to parking enforcement, vehicle abatement, and oversize vehicle issues.
64. Supervise and direct the placement of the radar trailer within the City.

When assigned to Neighborhood Council Program:

65. Oversee, coordinate and provide staff support for the Neighborhood Council Program; implement program goals and objectives.
66. Support the activities of assigned Neighborhood Councils; prepare minutes, agendas, flyers and reports for presentation at meetings; advise Council members on correct meeting procedures and relevant City and State codes, laws, and procedures; coordinate campaigns to promote the Neighborhood Council Program and to recruit new members.
67. Plan educational programs and presentations to bring significant planning and community issues to the Joint Chairs and Neighborhood Councils.
68. Respond to press and media on controversial community issues; prepare press releases and write television advertisements as required.
69. Serve as an intermediary between the Neighborhood Councils and the City Council; present reports and communicate concerns.
70. Assist with the administration of various other neighborhood programs.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services and activities of a community oriented service program.
Procedures, rules, regulations and terminology related to assigned program.
Principles and practices of community services program development and implementation.
City policies and procedures.
Basic procedures, methods and techniques of budget preparation and control.
Recent developments, current literature and information related to community services.
Marketing theories, principles and practices and their application to community services programs.
Office procedures, methods, and equipment including computers and applicable software applications.
Pertinent federal, state and local laws, codes and safety regulations.

Ability to:

Coordinate and direct community services programs.
Recommend and implement goals and objectives for providing community oriented programs.
Elicit community and organizational support for community services programs.
Coordinate, train and assign volunteer staff.
Interpret and explain City policies and procedures.
Prepare and administer community services program budgets.
Allocate limited resources in a cost effective manner.
Prepare clear and concise reports.
Manage multiple projects and meet time lines.
Operate office equipment including computers and supporting software applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration or a related field.

Experience:

Two years of increasingly responsible community oriented program experience including one year of administrative responsibility.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Office and field environment; travel from site to site; exposure to computer screens and inclement weather conditions; may be required to work extended hours including evenings and weekends.

Physical: Sufficient physical ability to work in an office and field setting, including travel from site to site; operate office equipment; walk, stand or sit for prolonged periods of time; light lifting and carrying; operate motorized equipment and vehicles.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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