

CITY OF
SIMI VALLEY

COMMUNITY SERVICES TECHNICIAN

*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 general supervision, assists in overseeing and coordinating community oriented programs and activities within assigned department; assists in the implementation of program goals and objectives; and performs a variety of administrative, professional, and technical tasks in support of assigned area of responsibility.

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. Assist in recommending and assisting in the implementation of goals and objectives, establishing schedules and methods for providing community oriented services and implementing policies and procedures.
2. Assist in prioritizing assigned projects to effectively meet critical deadlines.
3. Assist in promoting and coordinating specific activities within assigned program area; prepare informational material including news releases, flyers, schedules of events, pamphlets and brochures as appropriate.
4. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
5. Assist in monitoring program compliance with laws, rules and regulations related to provision of community services and related services.
6. Maintain a variety of records and reports related to assigned community oriented programs.
7. Respond to the City's Emergency Operations Center in the event of an emergency.
8. Perform related duties as required.

When assigned to Graffiti Abatement and/or Sign Abatement Programs:

9. Assist in coordinating the Graffiti Abatement Program within the City; enforce graffiti abatement ordinance to ensure the City is free from graffiti.
10. 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.
11. Prepare and provide program information to the local and regional newspaper media.
12. Receive, monitor and respond as needed to reports of graffiti incidents.

CITY OF SIMI VALLEY
Community Services Technician (Continued)

13. Represent the City in court for graffiti vandalism cases as necessary.
14. Assist in coordinating the Sign Abatement Program within the City; remove signs; enforce sign abatement ordinance to ensure the City is free from signs.

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:

Basic operations, services and activities of a community oriented service program.
Basic procedures, rules, regulations and terminology related to assigned program.
City policies and procedures.
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:

Assist in coordinating community services programs.
Assist in recommending and implementing goals and objectives for providing community oriented programs.
Elicit community and organizational support for community services programs.
Interpret and explain City policies and procedures.
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 the completion of twelfth grade supplemented by college level course work in public administration or a related field.

Experience:

One year of increasingly responsible community oriented program experience.

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.

Date: July 2016