

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

08/26/2021

COMMUNITY SERVICES REPRESENTATIVE, 9053

Summary of Duties: Promotes a City department's special programs and services in the communities it serves; provides support and assistance to guests and visitors with accessing resources; establishes and maintains professional and positive relationships with co-workers, visitors, guests, and community members; and does related work.

Class Characteristics: A Community Services Representative performs sub-professional work in identifying guests and visitors who may benefit from City department's and other social service agency's programs and services with regard to housing, mental health, primary care, substance abuse and other assistances through general observation and/or referral by department staff. This class differs from Public Relations Representative in that the duties involve promotion of programs or services through personal contact with the public rather than through the development of multi-media materials, such as newspaper releases, advertisements, and radio and television spot announcements. An employee in this class receives general supervision and must be able to exercise independent judgment in the initiation and coordination of assigned projects.

Examples of Duties:

- Explains and disseminates information on a City department's services, resources, and programs to guests or visitors who may need assistance;
- Provides support and assistance to guests and visitors with accessing resources;
- Coordinates the activities of community volunteers in providing information to the general public;
- Uses good judgment and communication skills to de-escalate and diffuse any potential conflict at an early stage;
- Participates in staff meetings, conferences, program evaluation and development, and public contact programs, such as community meetings, student forums, athletic programs;
- Initiates peer-led groups and events;
- Attends training in temporary and permanent social services that will benefit the community;
- May operate audio-visual equipment in connection with these activities;
- May perform need assessment for public safety programs among community groups; and
- May occasionally be assigned to other duties for training purposes or to meet technological changes or unexpected emergencies

REQUIREMENT:

Eighteen months of paid or volunteer experience promoting programs or services of interest to the general public.

One year of education in an accredited college or university may be substituted for one year of experience.

License: A valid California driver's license is required.

Physical Requirements: Strength to perform average lifting of less than five pounds and occasionally over fifteen pounds, good speaking and hearing ability, and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Such accommodation will be evaluated on a case by case basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory, and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.