

COMMUNITY SERVICES REPRESENTATIVE (9053)

TASK LIST

1. Identifies guests and visitors who may benefit from City departments' 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.
2. Provides assistance and services to guests and visitors through personal contact in order to explain and disseminate information on City Departments' services and resources.
3. Performs need assessments for City department programs and services among community groups in order to refer interested guests and visitors to the benefits that best fits their needs.
4. Provides and practices effective customer service such as in-person, over the phone, through email, etc., in order to schedule appointments to connect guests and visitors with social workers, follow up with community groups who are interested in receiving supporting services, provide and relay accurate information about the departments' programs and services, and assists in resolving complaints/issues.
5. Acts as a liaison to the community in order to share information and improve outreach and access to City programs, services, and resources.
6. Consults guests and visitors on available programs, services, and resources such as those provided by City departments or social services in order to identify what would best meet the clients' needs and refer the clients to social workers for enrollment.
7. De-escalates and diffuses any potential conflict that may occur at a department facility at an early stage by using judgment and communication skills.
8. Participates in meetings, such as internal staff meetings, conferences, Neighborhood Council meetings, and public contact program meetings in order to inform on resources and engage in supportive activities and opportunities.
9. Assists staff in initiating peer-led groups and events by establishing contacts and developing relationships with community members and organizations in order to share information pertaining to City departments' programs and services.
10. Establishes and maintains professional and positive relationships with co-workers, visitors, guests, and community members in order to assist, coordinate services, and provide information pertaining to City departments' programs and services.

11. Maintains a resource of directory of service providers such as social service agency's programs and services with regard to housing, mental health, primary care, substance abuse, and other assistances in order to properly and efficiently provide referrals.
12. Organizes and writes documents such as e-mails, letters, and narrative reports covering a variety of subjects in order to promote programs to the community and provide updates to supervisors, departments, and team members.
13. Uses computer programs and software such as Microsoft Excel, Microsoft Word, and Google Workspace in order to be organized, promote programs, and provide resources to the community.
14. Keep records of guests and visitors interactions by recording details of inquiries, complaints, or comments, as well as actions taken to resolve any conflicts by logging data or writing notes in order to document pertinent information that occurs throughout the day at the department facility.
15. Attends training in temporary and permanent social services in order to learn more about the available services and share the information with community members.
16. Identifies opportunities for collaborative efforts at the departments' facility premises such as public outreach in order to gather/share information and obtain feedback from members of the community.
17. Educate and/or relay information to guests and visitors on the departments' rules of conduct in order to maintain a safe and welcoming environment.