

COMMUNITY CENTER REPRESENTATIVEDEFINITION

Under general supervision, performs responsible work in the development and delivery of a variety of social, cultural, educational, and recreational programs and assists in the operation of one or more neighborhood service centers.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Conducts client intake and assesses the needs of the individual and/or family. Establishes and maintains liaison with neighborhood groups, community-based organizations and human services agencies. Promotes a variety of city-sponsored or community-sponsored services and activities. Assists in developing and implementing a variety of community activities and self-improvement programs, particularly those of an educational, social, cultural or recreational nature. Assists in organizing and/or conducting excursions. Assists in the dissemination of community resource information through the media and promotional materials. Performs outreach activities for community services projects and programs, including presentations of interest to City residents. Provides assistance to persons in crisis situations. Assists in planning, scheduling and coordinating the use of neighborhood service centers. Assists with recruiting, training, and directing part-time staff and volunteers. Conducts surveys and studies and prepares written reports. May make presentations to groups of community residents. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is an entry-level classification, which performs community service work. The work involves a substantial amount of public contact and requires a high degree of tact and responsiveness. Work is performed with considerable independence requiring the use of initiative and independent judgment, subject to policy direction and supervisory instruction from the Community Center Coordinator and/or Community Services Supervisor.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of experience in community or neighborhood resources identification, community organization or intergroup relations; or any equivalent combination of experience and education, which provides the knowledge and abilities listed below. College level coursework in psychology, sociology, human services, gerontology or other related subjects may be used in combination with experience to meet the minimum qualifications.

### SPECIAL REQUIREMENTS

Willingness and ability to work evenings, weekends and holidays. Possession and retention of a valid California Class C driver's license is a condition of employment.

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: principles, practices and procedures relating to human services; organized community programs and organizations; area social service agencies and welfare programs; needs assessment and survey techniques.

Some skill in: the use of deductive interviewing techniques.

Ability to: understand human relationships and the problems of people of diverse backgrounds; communicate and work with people of varying age levels, economic levels and cultural backgrounds; organize and manage large group excursions; communicate clearly and concisely, both orally and in writing; understand and follow oral and written instructions; work effectively both independently and as a member of a team; establish and maintain effective working relationships with city government officials, residents, social service agencies, community and private organizations, co-workers and supervisors.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers possess excellent interpersonal skills and a customer service orientation. These effective communicators are courteous, tactful, caring individuals who enjoy working with people of all ages, from diverse cultural and socio-economic backgrounds. Well organized and detail oriented, these enthusiastic self starters are committed to providing quality services that meet the needs of the community.

Class title change from Community Center Worker per Council Resolution No. 89-070, effective 7-1-89

Revised: 8/93; 10/01; 12/02  
ADA approved: 2/01; 12/02