



# City of Tempe

## COMMUNITY AFFAIRS SPECIALIST

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	294	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Police	<i>Salary / Hourly Minimum:</i>	\$60,508
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$81,685
<i>Employee Group:</i>	CNS	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Neighborhood Services Specialist
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i> Paraprofessional

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives general supervision from the assigned supervisor.  
 May provide functional direction to assigned administrative support staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three years of increasingly responsible public relations, media relations, public affairs or community outreach experience, preferably with a diversity focus for a government agency. Experience in providing community presentations and instructing courses. Public contact experience in governmental/community relations and/or in a law enforcement/public safety environment is also preferred.
<i>Education:</i>	Equivalent to an Associate’s degree from an accredited college with major coursework, or supplemental coursework, in criminal justice/law enforcement, communications, journalism, public administration, public relations or a degree related to the core functions of this position.
<i>License / Certification:</i>	Must possess and maintain a valid driver’s license.

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated strategic priorities, support the Department’s mission of reducing harm in Tempe, and improve police-community relations through engagement with internal and external stakeholders. To perform a wide variety of professional duties that serve to enhance the

Tempe Police Department's relationship with the community, City departments and external organizations (including mass media outlets); to assist in planning, developing, implementing and administering various community outreach programs designed to improve the relationship between the Tempe Police Department and the various cultural, religious, business, educational and neighborhood groups active in the City; to assess specific public safety needs of diverse segments of the community and recommend strategies to the Chief of Police on how to improve service delivery to such groups; to provide information and assistance to the public in furtherance of projecting a positive image of the Tempe Police Department and the City. This is a civilian, non-supervisory position.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Act as Department representative and liaison to internal/external customers, special interest groups, and the general public; respond to questions, concerns and complaints of varying sensitivity and complexity in a timely, tactful and effective manner.
- Develop and maintain relationships with Council Aides to facilitate and respond to Council Communicator inquiries and related request.
- Plan, develop, implement and administer various community outreach programs designed to improve the relationship between the Tempe Police Department and the various cultural, religious, tribal, business, educational and neighborhood groups active in the City.
- Engage and be knowledgeable in key department initiatives so that information can be communicated to all stakeholders.
- Develop and maintain relationships with a variety of community organizations and stakeholders, including the business community, cultural groups/organizations, Arizona State University, Tempe Chamber of Commerce, Downtown Tempe Authority, faith based organizations and others to service as a feedback mechanism from the community to the Police Department and vice versa.
- Write and/or review department training curriculum or lesson plans as needed that improve service delivery to the community or that addresses an identified gap in service to the community as a whole and to specific groups.
- Fully understand elements of critical department policies to ensure the intent and content is effectively communicated to community members.
- Attend and fully participate in variety of meetings including Command Staff, Crime Suppression, Patrol Operations and City Council.
- Assist the department's Hiring Unit in obtaining a very diverse workforce by reviewing established protocols, actively participating in the hiring of new employees and participating in the promotional processes for existing employees.
- Create and maintain community outreach databases for tracking purposes.

- Assess specific public safety needs of diverse segments of the community and recommend strategies on how to improve service delivery to such groups.
- Assist the Media Relations Unit in preparing and delivering presentations to public groups and media outlets as well as assist in drafting departmental media releases on a variety of topics.
- Assist the Media Relations Unit in strategically positioning the Department and City with media during critical situations to ensure effective public relations.
- Work with the Media Relations Unit to actively engage in proactive social media messaging.
- Develop and maintain complex internal and external communications to promote understanding and awareness of Department programs; act as a resource for City employees, residents, employers, school districts and business organizations.
- Speak publicly before large and small groups of individuals in a positive, inclusive, motivational and professional manner; communicate clearly, concisely, persuasively and tactfully in both oral and written forms to include conducting public presentations and preparing clear and concise reports.
- Coordinate community outreach efforts with the City's Diversity Office and work in partnership with the Diversity Office on shared projects.
- Attend, facilitate and speak at conferences, neighborhood meetings, workshops; prepare and deliver presentations.
- Prepare internal and external correspondence furthering our goal of maintaining communication with employees and community members.
- Act as a resource to other departments, management, customers, organizations and/or the general public regarding designated Department projects and/or services; plan, schedule, make arrangements for and participate in tours and conferences as assigned.
- Communicate and interact with individuals and groups at all organizational and social levels and individuals with diverse backgrounds and business/personal interests to accomplish mutual goals; project a positive image of the Police Department and the City to community stakeholders.
- Participate in crime suppression efforts.
- Work evenings or weekends to make presentations or during special events as needed.
- Be available to be called in or called back when needed to support a planned or unplanned significant event as directed by a supervisor.
- Assist Media Relations Unit with on call coverage in breaking news situations which may include nights, weekends and on camera interviews.
- Proficiently operate office equipment including copiers, fax machines, desktop and laptop computers and proficient in basic computer software including Outlook, Excel PowerPoint, SmartForce, etc.
- Perform related duties as assigned.
- Be physically present to perform the duties of the position.

## PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Pending

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

<b>JOB DESCRIPTION HISTORY</b>
<p><i>Effective February 2008</i>  <i>Revised June 2009 (added language under Purpose, Supervision, Duties &amp; Experience)</i>  <i>Revised July 2018 (updated reporting relationships, min quals, essential job functions, and job duties)</i></p>