



City of Pacific Grove
Established Date: 12/18/2013

COMMUNITY LIAISON OFFICER

SUMMARY: Under general supervision, is primarily responsible for assisting with outreach to the community, provides a variety of technical support and customer service duties for citizens needing assistance with enforcement complaints, community issues, and victim and witness services for the Pacific Grove Police Department (PGPD), and various departmental community relations programs; provides information within scope of authority.

ESSENTIAL FUNCTIONS: -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Performs technical, and administrative duties for the PGPD, including community relations, outreach programs, customer service, victim and witness services, complaints, and inquiries.
- Responds to and resolves customer service issues in a courteous and respectful manner; provides information, instructions, and assistance to the public and others having business with PGPD; assists citizens with requests, complaints, applications, government forms, and other documents; answers questions and resolves issues within scope of authority and training.
- Conducts neighborhood meetings; establishes contacts through door-to-door recruitment and surveys; conducts community outreach and after school youth programs to present and promote PGPD crime awareness/prevention programs and City services; plans, organizes, and coordinates volunteer activities.
- Performs duties in support of neighborhood security programs and crime abatement; inspects residential and commercial properties and recommends security measures; conducts meetings and presentations.
- As assigned, takes reports of crimes; responds to crime scenes to assist with witnesses; interviews persons reporting criminal activities and complaints, ascertains specific details of events, and generates incident report according to PGPD policies.
- Notifies victims and witnesses of case status, criminal proceedings, trials, court hearings, and case dispositions; advises clients of community resource programs, and provides assistance as needed.
- Collects statistical data and compiles data for reports; receives and sends information to and from other agencies; maintains records and files.
- Participates in a variety of special projects as directed; prepares, writes, edits and distributes newsletters, pamphlets and other informational materials.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND two years of customer service and computer experience; OR an equivalent combination of education, training, and experience. Criminal justice agency or public relations experience is preferred.

Knowledge of:

- City policies and procedures.
- Policies, rules, and regulations governing the conduct of community programs
- Operations, services, and activities of a municipal police department.
- Methods and techniques of conducting community meetings and presentations.
- Laws and regulations governing the release of information from criminal justice records; community resources and community services programs;
- Principles and practices of confidential records management, and file maintenance.
- Business computers and standard and specialized software applications.
- Special methods and procedures used in preventing or deterring crime.

Skill in:

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- Organizing and monitoring community groups.
- Understanding and presenting crime statistics and events.
- Public presentations.
- Explaining Federal and state rules and regulations, and City ordinances, policies, and procedures.
- Dealing tactfully and courteously with the public.
- Using effective interviewing and counseling techniques, including extracting information from people who are reluctant to cooperate.
- Staying calm while working with people in crisis situations.
- Following and enforcing verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers and citizens.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required. Bilingual skills (English/Spanish) are preferred.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment and throughout the Pacific Grove community. Position requires a flexible schedule, to include night and weekend meetings.