

**CITY OF SALEM  
COMMUNITY SERVICES COUNSELOR II**

**00165  
20165  
50165**

**NATURE OF WORK**

This is responsible professional work involving coordination between city government and citizen groups.

Work involves responsibility for program development and limited project supervision, city organization, liaison to city government, community problem solving, and providing resource information to citizens. This is not a full supervisory classification, but work direction of others or training of others may be expected of this classification.

The work of this classification differs from that of the Community Services Counselor I by the higher authority to develop programs to meet community needs, providing extensive outreach into the community to gain involvement and identify needs; and the administration of programs once developed. The classification differs from other supervisory classifications by the absence of the requirement to supervise others including hiring, firing, responding to grievances, etc. and the absence of authority over delivery of an overall unit of City service.

**ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Assists in organizing and providing support to neighborhood associations.

Acts as liaison between neighborhood associations and city government including City Council, City departments, and advisory boards and commissions.

Provides information to citizen groups on methods for identifying local needs and developing strategies to meet identified needs.

Prepares written summaries of issues of city-wide interest.

Provides information to citizen groups on programs and decision-making processes in such areas as land use, transportation, social services, parks and recreation, policy, and public safety.

Provides administrative support to neighborhood groups in agenda building, developing meeting notices and newsletters, and in maintaining permanent records.

Familiarizes citizen groups in methods and techniques to effectively communicate neighborhood recommendations to governmental officials.

Coordinates training sessions for neighborhood representatives.

Provides technical assistance to other City staff in communicating with neighborhood groups and on citizen involvement techniques.

Coordinates the preparation of neighborhood newsletters, City-wide events such as clean-up campaigns. Prepares a variety of written materials to assist citizens in working with the City such as newsletter, training articles, etc.

Supervises student interns and/or paraprofessional volunteers.

Performs other related work as required.

### **WORK QUALIFICATIONS**

Two years experience with community based programs including some supervisory experience and graduation from a four-year college or university with a major in the social sciences or any combination of training and experience which provides the following knowledges, skills, and abilities:

Considerable knowledge of group process, community organizing, and effective citizen participation techniques.

Considerable knowledge and considerable experience in needs analysis and program development.

Considerable knowledge and ability in the area of written and verbal communication and ability to make group presentations.

Knowledge of governmental structure and decision-making process.

Ability to work well and coordinate with other agencies, City departments, and decision-making bodies.

Ability to relate to wide range of interest groups and individuals.

Considerable awareness of community resources.

Familiarity with planning and problem solving methodologies.

Some positions may require possession of a valid Oregon driver's license or Class C license and the ability to meet City driving standards.

Work primarily occurs in an office setting, but evening, early morning meetings are a routine part of this work. Work involves a variety of public contacts, last minute deadlines, preparing a variety of written documents. Work requires traveling from site to site to attend multiple meetings during an average work day, and sufficient interpersonal skills to gain cooperation and active participation from a variety of individuals.

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Personnel Director

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