POLICE COMMUNITY ENGAGEMENT COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Police Community Engagement Coordinator is responsible for planning, developing, coordinating, and implementing a variety of community programs, special events, and annual projects for the Police Department to assist in addressing community-policing issues. This position may be responsible for more than one community engagement activity or event at a time. Responsibilities of a Police Community Engagement Coordinator include coordinating the Police Community Engagement Academies, Citizen Police Academies, and special events; identifying and building relationships with community groups and leaders, advocacy groups, department liaisons, and key stakeholders; managing grant funds awarded to the Community Relations Division; preparing grant document requirements, budget information, statistical summaries, and/or graphics; monitoring and reporting daily cash receipts and cash handling procedures; and handling overall event logistics such as establishing meeting locations, securing speakers, creating promotional materials, making technical arrangements, and room setup. Duties also include: collecting and analyzing data of community issues to recommend strategies to enhance the Police Department's engagement with the community; completing program surveys and recap reports; educating a diverse public about community issues in a positive manner; developing and maintaining a reporting system of community contacts; organizing program schedules and coordinating presenters; and developing digital content for marketing and communications, including an electronic newsletter. This position also coordinates volunteers and temporary staff and takes photographs at events. This class performs related duties as required.

Distinguishing Features: The Police Community Engagement Coordinator is assigned to the Community Relations Division within the Community Services Bureau of the Police Department. Work requires the use of initiative and independent judgment. This class may be required to work evenings, weekends, and holidays to accommodate special events or annual project activities. Supervision is received from the Police Community Relations supervisor or Police Sergeant, who reviews work through reports and overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration, Communications, or a closely related field. Considerable (3 - 5 years) of professional-level experience in operating and administering community outreach, neighborhood/community assistance, or community programs or events.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire date. Because of the confidential, sensitive nature of the information handled, successful completion of a background investigation and polygraph is required.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Public contact experience in a law enforcement/public safety environment is preferred. Bilingual in Spanish/English is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with community leaders, City employees, vendors, clients, talent representatives, and the general public in order to facilitate planning and problem-solving, present policy issues, answers complaints, and organize, promote, and implement a variety of special events and community programs. Coordinates and trains volunteers in the policies, procedures, and methods used for implementing events and projects. Prepares event and project evaluations, work orders, operating procedures and policies, training manuals, activity status reports, schedules, calendars, brochures, and visual aids. Develops, writes, edits, and prepares promotional materials in order to market, evaluate, and maintain data on special events and community programs. Produces and distributes electronic newsletter via e-mail and other on-line delivery methods to the department and community forums members.

Manual/Physical: Operates a variety of standard office equipment such as a personal computer (PC), copy machine, telephone, and voice mail. Operates various audio-visual (AV) equipment such as video cameras, audio recorders, projectors, televisions, and screens for presentations. Maintains facilities, equipment, and materials in a safe condition. Operates a motor vehicle requiring a valid Class D Arizona Driver's License to travel to various locations and attend forums and meetings. Moves equipment and materials such as boxes of flyers using a handcart/dolly. Sets up and/or removes folding tables and chairs for various events. Stands for extended periods of time during events or to make presentations. Operates a camera to take photographs for event and community project publications and archives. Meets scheduling and attendance requirements.

Mental: Plans, directs, and evaluates special events and community programs. Prioritizes and assigns work to volunteers and prioritizes own work. Resolves procedural, operational, and other related problems (example: scheduling conflicts, resource acquisitions, and facility conflicts). Evaluates special events or community project participation to ensure compliance with Police Department policies and procedures. Collects and analyses data to make inferences and recommendations. Conducts meetings and conferences with volunteers and staff to coordinate various events and projects. Develops and produces electronic publications and promotions for the general public. Comprehends and makes inferences from reports, internal memos, and statistical and demographic information to analyze performance and follow and interpret trends. Coordinates work activities, program functions, and special events with other City departments, cities, and agencies. Performs mathematical and statistical computations for statistical reports and cost analyses for assigned activities. Develops design layouts for promotion and marketing materials. Learns job-related material regarding computer applications and industry updates related to areas of responsibility. Prioritizes multiple projects, meets required deadlines, and handles more than one project simultaneously. Performs mathematical calculations and cost analysis. Estimates volunteer and temp labor needed for events and creates work schedules accordingly. Learns job-related material through seminars and conferences.

Knowledge and Abilities:

Knowledge of:

the philosophy and objectives of the Police Department;
methods involved in organizing and coordinating special events and annual community programs;
equipment and techniques necessary to successfully conduct an event or project;
the general theories and complex principles and practices of marketing, public relations, public information, and basic communication techniques;
advertising and publicity techniques and practices;
printing techniques and style guidelines for writing press releases and publications;
techniques of publication preparation and design of brochures, displays, and visual aids;
English language usage and terminology used by various media;
project management and research methods and techniques;
photography; and
principles and practices of composing and editing informational material.

Ability to:

establish and maintain effective working relationships with coworkers, community members, business owners, contractors, media personnel, and the general public;
handle sometimes hostile, politically sensitive situations and negotiate solutions despite varying opinions;
develop marketing and promotional materials;
write creatively to ensure audience interest;
present information clearly and in an interesting manner, both verbally and in writing to various audiences;
develop project objectives and goals;
work with other Police and City departments as needed to complement community programs;
develop educational materials for a variety of audiences;
use software and/or databases to track metrics and organizational participation for use in reporting;
operate a digital camera;
determine themes, activities, and staffing levels for special events and annual projects;
order supplies and reserve/rent needed equipment;
plan and coordinate aspects of special events;
serve as a liaison between the Police Department, clients, vendors, and the general public;
coordinate with other City departments to implement events and projects;
coordinate and train volunteers for events and projects;
operate computerized informational databases for tracking programs and related information;
keep accurate records and prepare reports; and
attend neighborhood meetings, community events, school groups, church groups, etc., to promote the Community Relations Division.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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