



CITY OF ALBANY  
POSITION DESCRIPTION

**COMMUNITY ENGAGEMENT SPECIALIST**

**Description:**

This half-time position is cross-functional and will receive task assignments from both police and fire department staff, but will report directly to a police sergeant. The Community Engagement Specialist's primary duty is to identify, train, and work with resident and merchant leaders to form block groups that are capable of working individually and together to respond in a disaster, prevent crime, and solve neighborhood problems. The incumbent will need to be creative, innovative, imaginative, resourceful, and a self-starter with a high degree of confidence, while also having the ability to work collaboratively with staff and a diverse and dynamic population.

The Community Engagement Specialist's public contact duties include providing CERT and Neighborhood Watch trainings to groups, working with residents and merchants to solve neighborhood problems, organizing disaster drills, setting up Neighborhood Command Centers, organizing National Night Out parties, and forming block groups.

The Community Engagement Specialist will often work nights, weekends, and holidays, as required. This position will require the performance of duties outdoors in inclement weather conditions. This position requires skills in public speaking, program implementation and management, community organizing, event planning, and leadership development.

**Essential and Important Duties:**

- Canvas blocks to engage residents and merchants.
- Conduct one-on-one interviews with residents and merchants.
- Work with residents and merchant leaders to form block groups, build skills and capacities, and solve neighborhood problems.
- Make CERT and Neighborhood Watch presentations. Recruit and arrange presenters.
- Organize and coordinate community events such as National Night Out.
- Advise neighborhoods and community organizations about other community related programs, trainings, and events.
- Compose and distribute letters, flyers, brochures, and other outreach materials.
- Research and analyze data and compile statistics on the relevant block or neighborhood, including crime statistics.
- Arrange home safety and security inspections.
- Answer questions and respond to complaints.
- Interact with hostile and uncooperative individuals.
- Schedule meetings and appointments, and maintain meeting calendars. Screen and route telephone calls and take messages.
- Maintain manual and automated filing and record keeping systems. Produce standard interoffice correspondence. Order, maintain, and issue supplies.
- Operate a two-way radio.
- Work irregular days and hours and under inclement weather conditions.

**Knowledge, Skills and Abilities:**

Knowledge of:

Community organizing best practices; crime prevention and disaster preparedness techniques; group decision-making techniques; listening techniques, oral presentation techniques, and public contact skills; correct English usage, spelling, punctuation, and grammar; police radio procedures; basic mathematics.

Skill and Ability to:

Conduct trainings; develop outreach materials; write accurate and detailed reports, flyers, letters, and announcements; use a personal computer and associated software programs; operate modern office equipment; operate photographic equipment; follow oral and written directions; communicate effectively both orally and in writing; work irregular days and hours and under inclement weather conditions; read and follow maps; work effectively in a highly structured, rank organized environment; establish and maintain effective work relationships with those contacted in the performance of required duties.

**Education and Training Guidelines:**

Any combination of education, training, and experience that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to demonstrate the knowledge, skills, and abilities would be:

- Completion of at least two years of course work at an accredited college or university.
- At least one year of full-time work or volunteer experience involving extensive public contact or related work. Experience in public speaking, community organizing, and/or training is highly desirable.
- Possession of a valid California Driver License.

**Special Requirements:**

Must pass a pre-employment background investigation and polygraph examination. Must pass basic crime prevention, disaster preparedness, and other related courses as a condition of continued employment. Required to wear a uniform on duty.