City of Rapid City  
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Community Outreach Specialist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code:</td>
<td>CMOS</td>
</tr>
<tr>
<td>Pay Grade:</td>
<td>NU14</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
</tr>
<tr>
<td>Job Family:</td>
<td>Non-Union</td>
</tr>
<tr>
<td>Date Revised:</td>
<td>8/27/21</td>
</tr>
</tbody>
</table>

**General Summary:** The Community Outreach Specialist will provide community outreach in Rapid City focusing on our at-risk homeless population. The Community Outreach Specialist will coordinate with community stakeholders to create collaborative solutions to addressing un-met needs with the Rapid City homeless population. The Outreach Specialist has a variety of responsibilities and requires the ability to maintain a high degree of sensitivity to confidential matters and be flexible with changing priorities and assignments.

**Essential Duties and Responsibilities:**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

All Community Outreach Specialists perform the following essential functions in support of sworn and non-sworn employees.

- Uses community policing techniques such as community education and problem-solving;
- Responds to community member requests for information within area of assignment;
- Provides crime prevention evaluation and education to the community;
- Coordinates, plans and participates in special events. Represents the Police Department at community information sharing meetings and events. Performs public relations duties to inform and educate the community. Gives presentations for large and small groups and special populations;
- Conducts street outreach in designated areas in order to assist community members; outreach will occur in designated areas to build trust with the community and support community initiatives;
- Provides support to community members while providing tools and resources focused on improving quality of life and collaborative solutions to issues identified in the community;
- Attends meetings, case conferences, coordinated access meetings, training workshops and community meetings as assigned;
- Assists in administrative duties, such as completing forms, gathering and transporting materials, data entry or other similar support activities.

**Qualifications:**

A minimum of two years of community outreach/relations experience in a professional capacity, or a combination of education and experience deemed acceptable to the hiring authority. To successfully perform the essential duties and responsibilities of this position, the applicant must possess:

- Ability to communicate effectively, verbally and in writing;
- Ability to respond to work situations in the field and rapidly evolving situations;
- Ability to understand statutes, municipal codes, and legal issues relative to work done in support of community initiatives;
- Ability to respond to problems and complaints creatively;
- Ability to diffuse and resolve conflicts with emotionally-charged individuals in stressful situations;
- Ability to provide excellent customer service;
- Ability to prioritize multiple duties and to work with interruptions;
- Ability to use a computer and related software to perform the essential functions of the position;
- Ability to maintain confidentiality and exercise discretion and judgment in dealing with sensitive or confidential information.

Work Environment:

The work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles; toxic or caustic chemicals and outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts and high, precarious places. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to sit; reach with hands and arms; talk; hear. The incumbent is frequently required to sit and/or stand and most of the work is completed at an assigned desk station in front of a computer. The incumbent is occasionally required to walk; balance; stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds; and rarely lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.