

COMMUNITY AFFAIRS SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a wide variety of professional duties involved in the coordination of the activities of the Office of the Chief with other City departments and external organizations (including mass media outlets); to assist in planning, developing, implementing and administering various community outreach programs designed to improve the relationship between the Tempe Police Department and the various cultural, religious, business, educational and neighborhood groups active in the City; to assess specific public safety needs of diverse segments of the community and recommend strategies to the Chief of Police on how to improve service delivery to such groups; to provide information and assistance to the public in furtherance of projecting a positive image of the Tempe Police Department and the City. This is a civilian, non-supervisory position.

Supervision Received and Exercised:

Receives general supervision out of the Office of the Chief.

May provide functional direction to assigned administrative support staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Act as Department representative and liaison to internal/external customers, special interest groups, and the general public; respond to questions, concerns and complaints of varying sensitivity and complexity in a timely, tactful and effective manner.
- Plan, develop, implement and administer various community outreach programs designed to improve the relationship between the Tempe Police Department and the various cultural, religious, tribal, business, educational and neighborhood groups active in the City.
- Develop and maintain relationships with a variety of community organizations and stakeholders, including the business community, cultural groups/organizations, Arizona State University, Tempe Chamber of Commerce, Downtown Tempe Community and faith based organizations.

Community Affairs Specialist (continued)

- Establish and maintain the department's credibility with various special interest constituencies.
- Create and maintain community outreach databases for tracking purposes.
- Assess specific public safety needs of diverse segments of the community and recommend strategies to the Chief of Police on how to improve service delivery to such groups.
- Assist the Public Information Officer with preparing and delivering oral presentations in front of public groups and media outlets as well as draft departmental media releases on a variety of topics.
- Assist the Public Information Officer with strategically positioning the Department and City with media during critical situations to ensure effective public relations.
- Develop and maintain complex internal and external communications to promote understanding and awareness of Department programs; act as a resource for City employees, residents, employers, school districts and business organizations.
- Speak publicly before large and small groups of individuals in a positive, inclusive, motivational and professional manner; communicate clearly, concisely, persuasively and tactfully in both oral and written forms to include conducting public presentations and preparing clear and concise reports.
- Coordinate community outreach efforts with the City's Diversity Office and work in partnership with the Diversity Department Liaison on shared projects.
- Prepare briefings of major, unusual or interesting items for police administration staff.
- Attend, facilitate and speak at conferences, neighborhood meetings, workshops; prepare and deliver presentations.
- Prepare internal and external correspondence furthering our goal of maintaining communication with employees and community members.
- May act as a resource to other departments, management, customers, organizations and/or the general public regarding designated Department projects and/or services; plan, schedule, make arrangements for and participate in tours and conferences as assigned.

CITY OF TEMPE

Community Affairs Specialist (continued)

- Communicate and interact with individuals and groups at all organizational and social levels and individuals with diverse backgrounds and business/personal interests to accomplish mutual goals; project a positive image of the Police Department and the City to community stakeholders.
- Plan, organize and coordinate administrative functions for the Police Chief; assist in other daily functions of the Office of the Chief as assigned.
- Work evenings or weekends to make presentations or during special events as needed.
- Assist Media Relations Unit with on call coverage in breaking news situations which may include nights, weekends and on camera interviews..
- Serve as a liaison between the police department and the City of Tempe Communications Group.
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Three years of increasingly responsible public relations, media relations, public affairs or community outreach experience, preferably with a diversity focus for a government agency. Public contact experience in governmental/community relations and/or in a law enforcement/public safety environment is also preferred.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework, or supplemental coursework, in criminal justice/law enforcement, communications, journalism, public administration, public relations or a degree related to the core functions of this position.

License/Certifications:

None

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

CITY OF TEMPE Community Affairs Specialist (continued)

(Pending)

Job Code: 294

Status: Exempt / Classified