

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Community Outreach Coordinator (Multilingual Program)	<b>Job Family:</b> 4
<b>General Classification:</b> Professional	<b>Job Grade:</b> 16

**Definition:** To develop, plan, and organize the City's Community Outreach Program which provides information on City services and programs to Mountain View residents, particularly those individuals who might not be reached through the City's traditional communication methods.

**Distinguishing Characteristics:** Reports directly to a manager in the City Manager's Office but may receive direction from other management staff in the City Manager's Office. This position will supervise assigned program staff and volunteers.

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

1. Develop, plan, and organize activities in order to promote and disperse City information of services and programs to Mountain View residents with a focus in reaching out to residents in four languages: English, Spanish, Mandarin, and Russian.
2. Attend community festivals, special events, public meetings, and gatherings as appropriate to promote City services and programs.
3. Serve as a resource to evaluate the needs of the City's diverse community and recommend appropriate community outreach programs that promote civic engagement and serve the community at large.
4. Take initiative to develop relationships with neighborhood leaders, communities of faith, schools, nonprofits, and local support agencies to promote available City services, programs, and events to enhance the quality of life for residents.
5. Assist residents and neighborhood groups in identifying and accessing available City services; respond to incoming inquiries to provide information and referral services to residents.
6. Translate or arrange for the translation of City documents via staff, volunteers, or contracted services.
7. Provide bilingual interpretation at designated public meetings and other venues.

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8. Prepare and monitor the program budget.
9. Prepare clear, concise, and comprehensive reports, correspondence, and other required documents on a computer using Microsoft Office applications.
10. Monitor and coordinate the daily operation of the community outreach program; maintain appropriate records and statistics; evaluate the effectiveness of the assigned program.
11. Assist in selecting, supervising, training, and evaluating hourly staff.
12. Recruit, train, and retain outreach volunteers to support with community outreach efforts.
13. Perform website updates related to program outreach and promotions.
14. Perform other related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Methods, techniques, and procedures in the delivery of community outreach; principles and procedures for implementing and directing community outreach and civic engagement activities; principles and practices of program budget monitoring; principles and practices of assigning and reviewing the work of others; modern office procedures, methods, and computer applications and equipment; business English, including vocabulary and correct grammatical usage; word processing skills; automated spreadsheet applications and computer-based information systems.

Ability to: Develop and coordinate a community outreach program suited to the needs of the culturally diverse community; plan, organize, coordinate, and implement a community outreach program; communicate with multicultural groups; understand and respect cultural differences; translate and interpret written and verbal communication; establish and maintain effective working relationships with those contacted in the course of work; analyze, interpret, and explain City administrative policies and procedures; communicate effectively, both orally and in writing; make public presentations; work effectively in a multitasking environment; supervise, train, and evaluate volunteers and hourly subordinates.

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**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

One year of community program coordination experience required with a bachelor's degree from an accredited college or university with major coursework in a related field or three years of community program coordination experience and an associate's of arts degree from an accredited college or university with coursework in a related field. Bilingual proficiency required in English and in one of the following languages: Spanish, Russian, or Mandarin. Must have the ability to write, translate, and provide verbal interpretation in English and one of the listed languages. Possession of a translation and interpretation certificate is desired.

**Required Licenses or Certificates:** Possession of, or ability to obtain, a valid California Driver License.

**Working Conditions:** Requires working periodic nights, weekends, holidays, and special events.

Established: February 2009

Revised: April 9, 2014

HRD/CLASS SPECS  
Community Outreach Coordinator