

## **Hispanic/Latino Community Services Specialist**

**Job Class Code:** 9xxx

**Pay Grade:** 10

**FLSA:** Non-Exempt

**Updated:** 6/16

**GENERAL STATEMENT OF DUTIES:** Plans and directs the City of Annapolis' Hispanic/Latino community services programs. Acts as a liaison between the City and Spanish speaking community providing services to civic, social, business and related groups; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves the immediate responsibility for assisting with planning, organizing, developing, and implementing activities designed to to effectively address the Hispanic community's needs with regard to accessing and utilizing the City's services. Responsibilities include establishing and maintaining extensive contacts with civic, social, business and related groups associating with the local Hispanic community and may include making presentations to further the City's relationship with the Spanish speaking public; as well as identifying and developing opportunities for the use of volunteers. Work is reviewed by the City Manager through conferences, reports, and observations of results obtained.

**EXAMPLES OF WORK:** (Illustrative only)

- < Acts as liaison between the Hispanic community and the City of Annapolis;
- < Acts as the City's representative with local agencies/organizations that serve the Hispanic/Latino community,
- < Establishes and maintains effective relations with civic, and social groups or organizations that serve the Hispanic/Latino community,;
- < Provides ongoing translation of information disseminated by the City and offers bilingual services to departments, etc. to ensure proper communication with the Hispanic/Latino community,;
- < Organizes and implements efficient and effective information sharing between departments and the community,;
- < Plans, directs and implements Hispanic/Latino community services programs ;
- < Obtains suggestions from representative groups and the public concerning departmental services and programs;
- < Makes recommendations to the City Manager and departmental administrative staff regarding special community programs and projects that provide outreach to the Hispanic/Latino community,;
- < Performs other related work as assigned or as directed

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Extensive knowledge of human relations and organizational developments dynamics; considerable knowledge of departmental policies and procedures; ability to establish and maintain effective working relationships with employees, civic and community groups, and the public; ability to communicate effectively in Spanish and English, orally and in writing. Must have extensive knowledge of the local services to the Spanish speaking community.

**ACCEPTABLE EXPERIENCE AND TRAINING:** Must have at least two years of college, and considerable experience in public contact work involving community-based program development and complaint resolution, or any equivalent combination of acceptable education and experience providing the knowledge, skill and abilities cited above.

**AMERICANS WITH DISABILITIES ACT:**

Physical ability: ability to work at desk in office and to observe activities in the field and office.

Visual ability: sufficient to operate a vehicle by both day and night, to observe City activities taking place, to read and write reports, correspondence, etc.

Hearing ability: sufficient to understand radio transmissions, conversation with other individuals both in person and over a telephone.

Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone and/or radio.

Freedom from mental disorders which would interfere with performance of duties as described