

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Community Outreach Specialist (Multicultural Engagement Program)	Job Family: IV
General Classification: Front-Line	Job Grade: 7

Definition: To assist in developing, planning, and organizing the City’s Multicultural Engagement 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 the Senior Outreach Coordinator but may receive general supervision from other professional or managerial staff in the City Manager’s Office.

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

1. Assist in developing, planning, and organizing activities in order to promote and disperse City information on services and programs to Mountain View residents with a focus on reaching out to residents in four languages: English, Spanish, Mandarin, and Russian.
2. Translate and support coordinating and fulfilling translation and interpretation assignments as needed.
3. Attend community festivals, special events, special team meetings, public meetings, and gatherings as appropriate and participate in the planning, organization, and execution of the events as assigned.
4. Implement focused tactics for reaching hard-to-reach, vulnerable, and historically marginalized groups to provide awareness of programs and initiatives and disseminate approved communications.
5. Assist in evaluating the needs of the City’s diverse community and share recommendations for community outreach programs that promote civic engagement and serve the community at large.
6. Develop and maintain 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.

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7. Interact with and provide support to residents and neighborhood groups in identifying and accessing available City services; respond to incoming inquiries to provide information and referral services to residents.
8. Provide bilingual interpretation at designated public meetings and other venues.
9. Prepare clear, concise, and comprehensive reports, policies, correspondence, and other required documents as assigned.
10. Assist in the implementation and day-to-day compliance of the Language Accessibility Policy.
11. Contribute to the day-to-day monitoring and coordination of the community outreach program operations.
12. Prepare reports and maintain files and records related to the program.
13. Order program supplies and materials.
14. Perform website updates related to program outreach and promotions, as assigned.
15. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Methods, techniques, and procedures in the planning and delivery of community outreach programs; 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: Assist in the development, organization, coordination, and implementation of community outreach programs suited to the needs of the culturally diverse community; communicate with multicultural groups; understand and respect cultural differences; assist with translation and interpretation of written and verbal communication; interpret and explain City administrative policies and procedures; establish and maintain effective working relationships with those contacted in the course of work; and communicate effectively, both orally and in writing.

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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.

Education equivalent to the completion of the 12th grade. Additional college coursework in a related field is highly desirable. Bilingual proficiency required in English and in one of the following languages: Spanish 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: April 2024

Revised:

HRD/CLASS SPECS

Community Outreach Specialist