

COMMUNITY SERVICES ASSISTANT

DEFINITION

Participates in the development, promotion, administration, and evaluation of community services activities.

TYPICAL DUTIES

Performs a wide variety of paraprofessional staff duties related to the implementation and day-to-day administration of recreational, cultural, non-credit educational and special interest programs.

Assists in establishing program standards and goals and in the evaluation of program results.

Contacts community representatives, organizations and public agencies to promote programs and activities.

Attends various events, meetings, conferences, and workshops, as designated, to explain policies, procedures, and requirements related to a program, to coordinate activities, and to obtain information for evaluation purposes.

Designs questionnaires, selects samples, and conducts surveys among community populations to assess needs, interests, relevant background information, and resources for special interest programs and may make recommendations regarding new courses.

Answers program staff questions and student inquiries related to procedures and eligibility requirements for community services programs and services.

Schedules classes based on instructor availability, coordinates the use of facilities for classes with various departments and prepares schedule of classes.

Writes descriptive, statistical, and evaluative reports and correspondence.

Assists in preparing the annual budget and in controlling expenditures for projects and activities.

Locates, schedules and makes necessary arrangements for on-and-off campus activities.

Assists in the recruitment, interviewing, selection, orientation, and training of program staff and participants.

Participates in the design and writing of bulletins, brochures, flyers, and news releases to publicize various programs and activities.

Participates in the maintenance of program participants files.

Assists in the negotiation and preparation of contracts for the lease of various facilities.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Community Services Assistant** performs duties related to the development, promotion, coordination, and evaluation of a community program or service. A thorough knowledge of program policies, goals, and procedures is continuously applied in performing the duties of the class.

DISTINGUISHING CHARACTERISTICS (Cont.)

A **Community Services Specialist** possesses technical and professional expertise in one or more of the subjects which constitute a community services based project and is responsible for the formulation, promotion, implementation, and evaluation of a major community services project or of a diversified community services program of limited scope and size.

A **Community Services Manager** plans, develops, promotes, implements, manages and evaluates a large, diversified community services program of recreational, cultural, non-credit educational, and special interest courses, activities, and events for a college.

A **Community Services Aide** applies a working knowledge of the requirements and procedures of a community service program in the performance of a variety of specialized clerical duties such as obtaining and imparting information and providing basic guidance and referral services.

SUPERVISION

General supervision is received from a classified or academic supervisor. Work direction is exercised over assigned clerical program staff, student employees, and other unclassified personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Basics of the design, implementation, and evaluation of community oriented programs and services
- Basic interviewing techniques
- Basic educational and vocational advisory techniques
- Applied psychology and social psychology
- Public relations methods and techniques
- Basic research methods and techniques
- Interests and needs of a wide variety of community members
- Community organizations and resources
- Elementary descriptive statistics
- Principles of Business English, punctuation, spelling, and grammatical usage
- Capabilities of computer systems, software, and hardware common to community services programs

Ability to:

- Independently plan and coordinate assigned program responsibilities
- Deal effectively and tactfully with administrators, employees, community members, and organizations
- Communicate effectively and tactfully with individuals from a variety of educational, socioeconomic, and ethnic backgrounds
- Gather and impart program related information tactfully and accurately

Ability to: (Cont.)

- Prepare reports, correspondence, and publicity materials
- Gather and analyze data pertaining to assigned project and/or program and make recommendations
- Give clear and concise instructions
- Effectively utilize computer equipment and software in the performance of duties
- Keep accurate records
- Understand, interpret, and apply laws, rules, and procedures pertaining to assigned program
- Learn basics of budget preparation
- Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. Graduation from a recognized four-year college or university with a degree in recreation, business administration, education, or a closely related field.

AND

One year of full-time paid experience with a community involvement or public service group which included responsibility for extensive public contact work and participation in at least two of the following areas: program development, promotion, implementation, and evaluation.

OR

- B. An associate in arts degree from a recognized community college preferably with coursework in recreation, business administration, education, or a closely related field.

AND

Three years of full-time paid experience with a community involvement or public service group which entailed responsibility for extensive public contact work and participation in at least two of the following areas: program development, promotion, implementation, and evaluation.

Special:

- A valid Class "C" California driver's license.
- Access to an automobile.