

Code: 3858  
Health and Welfare Service  
Medical and Social Service Group  
Human Service Series

CLASS TITLE: **Director/Community Liaison**

CHARACTERISTICS OF THE CLASS: Under direction, directs the activities of an Advisory Council within the Commission on Human Relations, **or** functions as a liaison to facilitate positive interaction and dialogue between the Fire Department and the business community and community organizations; and performs related duties as required.

ESSENTIAL DUTIES: Confers and works with the Chairperson/Commissioner of Human Relations and community representatives to facilitate positive interaction between city government and the community represented by one of eight Advisory Councils; serves as an advocate for the concerns of an identified group or community including Women, Latino Affairs, Asian-American Affairs, Arab-American Affairs, African-American Affairs, Gay and Lesbian Issues, Veterans Affairs, and Immigrant and Refugees Affairs; prepares administrative reports on the activities of the Advisory Council; consults and works with city department representatives to identify available resources to meet the needs of the represented community.

Works with community and business groups, neighborhood and building associations and other civic groups to establish avenues by which individuals and organizations can communicate their concerns and ideas to the Fire Department; convenes public meetings and holds discussions with community and business leaders to gain an understanding of their concerns or needs relating to fire protection and prevention and emergency medical services provided by the department; advises the Fire Commissioner and management staff of identified concerns and ideas expressed by community and business groups.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences or a related field, supplemented by four years of progressively responsible experience in human relations, social welfare, or community organization, or an equivalent combination of training and experience.

A valid State of Illinois driver's license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

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CLASS TITLE: **Director/Community Liaison (Cont'd)**

Knowledge, Abilities and Skill. Considerable knowledge of the

principles of public administration and management. Considerable knowledge of issues and concerns of a specific community or group. Good knowledge of community resources.

Ability to develop and establish working relationships with public officials, business and industry representatives, civic organizations and community groups. Ability to exercise tact and diplomacy in analyzing situations and making decisions.

Considerable human relation skills. Good organization skills. Excellent oral and written communication skills.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

January, 2005  
City of Chicago  
Department of Personnel