



CLASS TITLE | COMMUNITY INVOLVEMENT COORDINATOR

PAY GRADE: AT-32 | www.cityoftulsa.org/pay

Class Code: 2542

Effective Date: 08/28/2024

*****PROFICIENCY PAY INCREASE OPPORTUNITIES OUTLINED BELOW*****

PURPOSE OF THE CLASSIFICATION: Under general direction performs administrative and public education work in coordination and presentation of information, training, and promotional programs for a City department and other related assigned duties.

ESSENTIAL TASKS:

- Works with the Communications Department to develop and implement a community relations and information program on behalf of the Department
- Promotes community awareness and education of the department and department programs
- Monitors educational programming to ensure operations meet departmental standards
- Coordinates, facilitates, and participates in community events, programs, and other various forums
- Assists in the creation of written copy such as brochures, fliers, posters and audio/visual materials, for educational programming efforts, coordinating with the Communications Department to ensure the information is ready for public release
- Give presentations to large or small groups
- Prepares, provides and may present reports and maintains computerized database information in some positions
- Works with department divisions to identify opportunities for the publicization of departmental activities
- Structures, plans, and conducts research on relevant information for the department and citizen groups
- Builds relationships with various community and non-governmental organizations
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of 120 college hours from an accredited college or university with coursework in Communications, Public Relations, Business, a closely related field and/or department-specific field which prepares one to perform the essential tasks of the position;

and

- (b) Two (2) years of experience in developing and coordinating community programs or other professional experience in a related field that prepares one to perform the essential tasks of the position.

PROFICIENCY PAY INCREASE OPPORTUNITIES

Employee will be eligible for the following proficiency increase opportunities upon completion of all criteria as described below. If an employee elects to compete proficiency increases, the opportunities must be completed beginning with the 1st proficiency in the order listed. (However, an employee is not required to complete all available proficiencies.)

To be eligible to earn a proficiency, the employee must be proficiently performing the requirements of their job. Employee must obtain management's approval for each training criteria below before completing any training to ensure it aligns with department needs.

1st PROFICIENCY

Employee will be eligible for a one-step increase upon successful completion of all criteria, including department-specific criteria, as outlined below.

Requirements for All Divisions:

- Six (6) months as a Community Involvement Coordinator
- Completion of Media training

Stormwater Management 1st Proficiency Requirements:

- HAZWOPER 40 Hour Certification
- Demonstrate knowledge of MS4 Permit OKS000201 though the minimum score of 80% on the MS4 Permit knowledge test
- Customer Service Training

Water and Sewer 1st Proficiency Requirements:

- Completion of Defensive Driving or Customer Service Training
- Completion of 4 hours continuous training related to communication, community outreach/engagement

Refuse & Recycling 1st Proficiency Requirements:

- HAZWOPER 40 Hour Certification
- Completion of Customer Service Training

Tulsa Animal Welfare (TAW) 1st Proficiency Requirements:

- Completion of Defensive Driving or Customer Service Training
- Completion of 4 hours of additional training related to communication, community outreach/engagement

2nd PROFICIENCY

Employee will be eligible for a one-step increase upon successful completion of all criteria, including department-specific criteria, as outlined below.

Requirements for All Divisions:

- Proficiently perform job requirements for a minimum of twelve (12) months

Stormwater Management 2nd Proficiency Requirements:

- Obtains a Class “C” Water, Wastewater, or Lab License from the Oklahoma Department of Environmental Quality (ODEQ), not previously submitted
- Demonstrate knowledge of Stormwater Management Program through the minimum score of 80% on the MS4 Permit Stormwater Management Program test
- Oklahoma Conservation Commission Fish School training or Floodplain Managers 101 Training
- Certification from the University of Oklahoma Water Survey for Certified Erosion Control Inspector

Water and Sewer 2nd Proficiency Requirements:

- CPR/AED/First Aid (Non-Certification) class
- Obtains a Class “C” Water or Wastewater Works or Lab License
- Completion of 4 hours continuous training related to communication, community engagement

Refuse & Recycling 2nd Proficiency Requirements:

- Code Enforcement Certificate
- CPR/AED/ First Aid (Non-Certification) class, not previously submitted
- Completion of 4 hours continuous training related to communication

TAW 2nd PROFICIENCY

- Obtains certificate of training for community involvement / engagement from Best Friends Animal Society

3rd PROFICIENCY

Employee will be eligible for a one-step increase upon successful completion of all criteria, including department-specific criteria, as outlined below.

Requirements for All Divisions:

- Eighteen (18) months experience as a Community Involvement Coordinator
- Receives a “Proficient” rating on the most current performance evaluation
- TAW does not offer a 3rd proficiency

Stormwater Management 3rd Proficiency:

- Demonstrate knowledge of Title 11-A, Chapter 5 (Pollution) Ordinance with the minimum test score of 80% on the Pollution Ordinance knowledge test
- Certifies as a MS4 Qualified Stormwater Inspector (QSI) and certifies to perform Low Impact Development Inspections

- Complete Environmental Crimes Training through ODEQ

Water and Sewer 3rd Proficiency:

- Completion Six Sigma Yellow and Green Belt coursework, not previously submitted
- Obtain a certificate related to community outreach/engagement/development

Refuse & Recycling 3rd Proficiency

- Demonstrate knowledge of the Title 11B Ordinance with a minimum test score of 80%
- Obtain a certificate in community outreach/engagement/development
- Completion of Six Sigma Yellow belt

4th PROFICIENCY

Employee will be eligible for a one-step increase upon successful completion of all criteria, including department-specific criteria, as outlined below.

Requirements for All Divisions:

- Twenty-four (24) months experience as a Community Involvement Coordinator
- Receives a “Proficient” rating on the most current performance evaluation
- If not previously completed by way of Personnel Policies and Procedures Section 122, completion of a total of eighty (80) accredited college hours with coursework in Communications, Public Relations, Business, a closely related field and/or department-specific field which prepares one to perform the essential tasks of the position
- TAW does not offer a 4th proficiency

Stormwater Management 4th Proficiency:

- Obtains a Class “B” Water, Wastewater or Lab License from ODEQ, not previously submitted
- Completion of FEMA National Incident Management System IS-100C Introduction to the Incident Command System
- Completion of Six Sigma Green

Water and Sewer 4th Proficiency:

- Obtains a Class “B” Water, Wastewater or Lab License from ODEQ
- Completion of 4 week online certified leadership program equivalent to Harvard University - Exercising Leadership: Foundational Principles

Refuse & Recycling 4th Proficiency:

- Six Sigma Green Belt



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Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of modern community engagement and involvement strategies
- Considerable knowledge of program/project planning principles and techniques

Ability to:

- Manage multiple projects in a fast-paced environment, evaluate programming outcomes, and communicate effectively to both internal and external audiences through written and oral means
- Convey information in a manner that builds trust and that the audience understands
- Self-start, organize, set priorities, exercise sound judgement within established guidelines and work independently
- Communicate clearly, logically, and persuasively utilizing the highest level of interpersonal skill
- Establish and maintain professional working relationships in order to understand and influence the behavior of internal and external customers
- Understand and influence the behavior of internal and external customers in order to achieve job objectives and cause action or understanding
- Prepare clear, concise, and comprehensive reports, correspondence, and documents involving administrative, organizational, and other related information

Skill in:

- Project management, needs assessments, and research for the development of departmental processes and programs
- Operating a personal computer and related software and organizing, compiling and accurately recording information
- Providing customer service
- Planning and achieving the timely delivery of information and resources
- Providing attention to detail
- Maintaining confidentiality of records and information

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 60 pounds; occasional carrying up to 20 pounds; occasional pushing up to five pounds; occasional pulling up to 20 pounds; may be subject to walking, standing, handling, reaching, and bending; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid class "D" Oklahoma Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: N-02

Group: Clerical and Administrative

Series: General Administrative