

CLASS SPECIFICATION
Community Ambassador

GENERAL PURPOSE

The Community Ambassador position is part of a social action initiative aimed at better connecting the City of Moreno Valley and the community. The incumbent will serve as a community liaison, providing a direct point of communication with our residents and the City. This position is under the Office of the Mayor and City Council.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Researches and compiles data for specialized reports and records; ensures data accuracy; compiles and prepares reports.
2. Assist in the coordination of programs and events such as conferences, trade shows, briefings, tours and meetings.
3. Provide general support to staff as needed
4. Collect, summarize and analyze information and statistics.
5. Plan and implement programs, special projects, assignments and events.
6. Attend grand openings, ribbon cutting events, local events and meetings throughout the City.
7. Represents the Mayor and City Council at various community and civic functions.
8. Educate and inform residents and community stakeholders regarding initiatives sponsored by the City Council.
9. Foster strong working relationships with businesses, school districts, charter schools, advocacy groups, non-profit groups, philanthropic groups and public sector agencies to establish communication and collaboration to continually increase the quality of services throughout the City.
10. Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Office practices and procedures.

2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Advanced uses of word processing, spreadsheet, database and other standard software to create complex documents and materials requiring the interpretation and manipulation of data.
5. Basic research techniques, methods and procedures.
6. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.

Ability to:

1. Operate a computer, word processing and spreadsheet software and other standard office equipment.
2. Type accurately at a speed necessary to meet the requirements of the position.
3. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
5. Compose correspondence and prepare documents from brief instructions.
6. Communicate clearly and effectively, both orally and in writing.
7. Understand and follow written and oral instructions.
8. Prepare clear, accurate and concise records and reports.

Education, Training and Experience:

A high school diploma or G.E.D is required; Bilingual in Spanish is highly desirable.

Licenses:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Special Requirements:

A citizen or legal resident of the United States; minimum age of 18, and good moral character.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with City management, staff, contractors, vendors, external agencies, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.