



## Career Service Authority

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# Community Relations Ombudsman, OIM

### **GENERAL STATEMENT OF CLASS DUTIES**

Works with public and community groups to improve police/community relations, enhance citizen involvement and accomplish city/community goals for the Office of the Independent Monitor.

### **DISTINGUISHING CHARACTERISTICS**

This class is exclusive to Denver's Office of the Independent Monitor and is not a Career Service position. This position reports directly to the Monitor and will be responsible for performing professional level staff work representing the mission, goals and objectives of the Independent Police Monitor program to the public and serving as a communications bridge between the Police Monitor program, public safety organizations and community groups. This is an "at will" position that will serve at the pleasure of the Monitor.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guidelines, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts of non-prescribed natures involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment are required in carrying out the program and policies of the organization.

***Level of Supervision Exercised:***

May perform leadwork on a job-by-job or rotating basis.

**ESSENTIAL DUTIES**

Takes and resolves citizen complaints and assists in the development and implementation of a citizen-police mediation program.

Furnishes citizens and program participants with program information, service referrals, and technical assistance as needed or requested.

Maintains resource directories, develops community-based service and referral resources, coordinates with similar service organizations in other jurisdictions.

Prepares comprehensive reports.

Represents the City Independent Police Monitor with correspondence, legislation, public appearances, special assignments, at meetings and on committees.

Maintains contact with community resources to identify and suggest needed services, implement special events, initiate action to improve services, and provide necessary skills training.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Oral Communication** - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others; attends to nonverbal cues and responds appropriately.

**Writing** - Recognizes or uses correct English grammar, punctuation and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

**Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives and to make recommendations.

Skill in explaining complex regulations, rules and procedures in a manner that is understandable to a wide range of audiences.

Skill in communicating with people of diverse backgrounds and interests in sometimes difficult and stressful circumstances.

Ability to establish and maintain effective working relationships with public officials, co-workers, representatives of public and private agencies and the general public.

Knowledge of community resources sufficient to be able to use them appropriately as needed.

Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, influence and solicit cooperation, and seek and obtain support for various programs or policies.

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Skill in developing and implementing programs and activities for a variety of groups.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Vision: ability to see clearly at 20 inches or less; ability to adjust vision to bring objects into focus; ability to distinguish and identify different colors.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: Raising or lowering an object 10 - 25 pounds.

### ***Working Environment:***

Temperature Changes: variations in temperature from hot to cold.

Atmospheric Conditions: conditions that affect the skin or respiratory system.

Working Conditions: Exposed to unpleasant elements (accidents, injuries and illness).

Subject to many interruptions.

***Education and Experience Requirements:***

Requires a Baccalaureate Degree in Communications, Marketing, Human Services, Psychology, or a related field and three years of paid or volunteer experience working as a consultant to community groups by developing programs, providing customer service and advocating for community needs.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.

***Licensure and/or Certification:***

None.

Successful candidates will be required to pass a rigorous background investigation.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 06/27/2005

***REVISED DATE:***

***REVISED BY:*** Lori Mack

***CLASS HISTORY*** New classification for independent office.