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| Effective Date: | 3/26/2016 |
| Revision Date: |  |
| Position ID: | IG0071 |
| Career Ladder: | Fire |
| FLSA Designation: | Non exempt |



 City of Denton

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| **Title:** | Community Service Officer |
| **Department/Division:** | Fire/Support Services |
| **Reports to:** | Deputy Fire Marshal |
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 Job Description

**Definition:** Responsible for acting as community liaison for public education activities and special events; promoting life safety practices and programs. Assumes a leadership role in community functions and in identified community needs to foster and enhance community relations. Responsible for the recruitment of eligible applicants for employment and administration of the hiring process.

**Essential Functions:**

* Coordinates, schedules, and performs public education activities; prepares and provides materials for events.
* Serves as the Department’s representative for special events; assess event logistics for required code compliance; coordinates resources with event organizers for Emergency Management, Emergency Medical Service, Fire Protection, and Fire Inspection services.
* Acts as liaison to community groups and social organizations; performs community needs assessments and outreach functions.
* Manages website and social media content; gathers and facilitates the dissemination of information.
* Develops, implements, and executes the Department’s Recruiting Strategic Plan with benchmarks to target a diverse pool of eligible applicants.
* Develops, implements, and manages a comprehensive hiring program based on policy that outlines the process and procedures for employment.
* Responsible for the research, writing, design, layout, and production of brochures, advertisements, and other promotional materials for recruitment campaigns.
* Plans a recruitment schedule to promote Fire Recruitment programs; performs recruitment activities at special events and job fairs. Facilitates the evaluation and selection of testing materials for the Civil Service exam with the Operations Division; responsible for the legal notices and posting for the Civil Service exam.
* Oversees the application and hiring process of new fire recruits; coordinates evaluations, assessments, and interviews of applicants; coordinates new employee orientation activities.
* Develops and maintains recruiting budget.
* Serves as liaison with the Diversity Taskforce.

**Additional Duties:**

* Performs other duties as assigned

**Minimum Qualifications / Acceptable Equivalency:**

* Current City of Denton Fire Department Civil Service Captain

**Core Competencies:**

* Ability to communicate effectively both verbally and in writing
* Ability to form and maintain effective relationships with coworkers and customers
* Ability to maintain regular and punctual attendance
* Knowledge of policies and procedures, contractual agreements, and local, state, federal regulations as they relate to hiring and record retention
* Knowledge of fire codes, ordinances, laws, regulations and standards
* Knowledge of educational methods as they relate to presenting programs on fire and life safety instruction and a working knowledge of fire prevention techniques
* Knowledge of an understanding of the fire service and its role in the community
* Ability to demonstrate a proficiency in Microsoft Office
* Ability to conduct needs assessments, evaluate resources, and develop plans
* Ability to use evaluative methods, analyze data, and prepare reports

**Conditions of Employment:**

* Must have a valid Class “C” Driver’s License and valid state required minimum automobile liability insurance prior to employment (must obtain Texas Class “C” driver’s license and state required minimum automobile liability insurance within 30 days of hire per state law)
* Must pass a drug test, driver’s license check, criminal history background check, and social security number verification check
* Must be able to work overtime when requested

**Preferences:**

* Bilingual in Spanish and English
* Certified Fire Instructor
* Prior public education experience
* Experience with website content management systems and social media outlets

**Physical Requirements:**

*Overall Strength Demands*: The italicized word describes the overall strength demand of the functions performed by the incumbent during a typical workday.

* Sedentary – lifting no more than 10 pounds
* Light – lifting no more than 20 pounds; carry up to 10 pounds
* ***Medium – lifting no more than 50 pounds, carry up to 25 pounds***
* Heavy – lifting no more than 100 pounds, carry up to 50 pounds
* Very Heavy – lifting more than 100 pounds, carry more than 50 pounds

*Physical Demand Codes:* The following describes if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency.

Codes for “how often”:

Y = Yes

N = No

E = extensive (100-70%)

M = moderate (60-30%)

I = infrequent (20-10%)

A = almost never (<10%)

Task: Code:

1. Standing: M
2. Sitting: M
3. Walking: M
4. Lifting: I
5. Carrying: I
6. Pushing/Pulling: I
7. Overhead Work: I
8. Fine Dexterity: M
9. Kneeling: I
10. Crouching: I
11. Crawling: I
12. Bending: I
13. Twisting: I
14. Climbing: I
15. Balancing: I
16. Vision: Y
17. Hearing: Y
18. Talking: Y
19. Video Display: Y
20. Other:

*Machines, Tools, Equipment and Work Aids:*

The essential functions of this position require the use of a computer, telephone and other related office equipment

*Environmental Factors:*

The essential functions of this position are performed in an office, classroom or outdoors

This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice.