



City of Cascade Locks - Position Description

Job Title: Community Liaison (Part-Time)

Department: Administration

FLSA: Non-Exempt

Union: Non-Union

Pay Grade: C (\$20.70/hr - \$28.66/hr; Starting Range \$20.70/hr-\$21.97/hr)

Position Summary

Work with City of Cascade Locks stakeholders (Residents, businesses, staff, vendors, etc.) to promote a positive and neighborly attitude towards the enforcement of the City's Ordinances, goals and objectives. Prepares and deliver written and oral communication to stakeholders with the purpose of identifying and recommending solutions to violations of City ordinances through friendly engagement and partnership. Promote and help connect stakeholders with city programs and opportunities offered within the City of Cascade Locks.

Supervision

Work is performed under the general supervision of the Administrative Services Director.

This position has no supervisory responsibilities.

Essential Functions

This description covers the most significant essential and auxiliary duties performed by this position for illustration purposes, and does not include other work, which may be similar, related to, or a logical assignment for the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

- Identifying and recommending solutions to violations of City ordinances through professional engagement and partnership.
- Document issues and resolutions including photos, written and verbal correspondence, recommendations actions, agreements, actions taken, costs and resolution.
- Work with City legal staff to present required findings for any court proceedings.
- Work with the City Administrator to develop and update the processes of the City's Community Liaison.
- Coordinates with County and State law enforcement agencies to facilitate code enforcement activities.
- Work with the City Recorder to develop and implement a digital tracking system for issues, complaints and resolutions that follow City and State record retention requirements.
- Other duties as assigned.

Experience and Qualifications

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

High school diploma or equivalent. Two years of frontline customer service and project management experience.

Special Requirements/Licenses:

Valid Driver's License.

Knowledge of:

Knowledge and ability to facilitate cooperation and reasonable compliance with laws and regulations.

Knowledge of the effective use computers, hardware and software, printers, scanners and other office equipment.

Knowledge of frontline customer service methods.

Skills and Abilities:

Excellent public relations and interpersonal skills to maintain composure, self-control and professional demeanor while interacting with stakeholders under adverse circumstances.

Ability to resolve misunderstandings and/or conflicts with complainants, property owners, neighborhoods, agencies and others.

Ability to express ideas and convey information effectively, in writing, orally, and in public settings such as community forums and legal proceedings.

Ability to work cooperatively with stakeholders including City Council, City administration, City staff, local residents and businesses and community partners organizations such as the Port of Cascade Locks.

Ability to work with minimal supervision.

Physical Demands of Position:

The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.

While performing the duties of this position, the employee is primarily working indoors in an office environment. Occasionally subject to driving conditions. The noise level in the work environment is usually moderate and lighting is adequate.

Working Conditions:

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

Employee may be required to work outside of normal work hours such as evenings, early mornings, and/or weekends. Occasionally requires travel, from two to seven days in duration, for conferences and trainings. Ability to work in inclement weather and uneven terrain.

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The City of Cascade Locks provides equal opportunity in employment, activities, and its programs. It is the policy of City that there will be no discrimination or harassment in any programs, activities, or employment on the grounds of race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, genetic information, or any other status protected under applicable federal, state, or local laws. EOE Employer.

SIGNATURES:

This document has been reviewed, I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

Incumbent Name	Incumbent Signature	Date
Supervisor Name	Supervisor Signature	Date

Date Revised: July 2024

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