

# CONSOLIDATED MOSQUITO ABATEMENT DISTRICT

## OUTREACH ASSISTANT

### **Position Definition, Description and Characteristics:**

Under supervision, the Outreach Assistant performs routine assignments in public communication, education and outreach relevant to the control of mosquitoes and mosquito-borne disease. The Outreach Assistant assists with the District's public information program, represents the District in community outreach, and promotes public awareness of the control and prevention of mosquitoes and protection from mosquito-borne disease. Work is performed in accordance with established methods and techniques. The Outreach Assistant assists with the development and utilization of the District's social media applications and with development of informational literature. The Outreach Assistant assists with taking calls from the public and routing appropriately. This classification is a temporary, at-will position with total hours of work not to exceed 1,000 hours within a calendar year and no expectation of continued employment.

### **Example of Duties:**

- Assists with community and media events to profile and promote public awareness of the District's activities and function;
- Assists with planning, preparation and evaluation of multimedia forms of informational and educational material such as pamphlets, flyers, exhibits and audio-visual presentations for the general public, legislative bodies, agencies and associations, and other targeted groups;
- Assists with development and maintenance of the District social media applications;
- Assists with development of informative articles associated with District activities and events, and with preparation of news releases, feature articles, public service announcements, reports and newsletters;
- Develops and maintains current lists of media, civic groups and legislative contacts;
- Assists in identifying appropriate city, community and neighborhood leaders, associations, networks and resources to obtain support for mosquito and vector control and public health issues;
- Assists with dissemination of information to the public and to the media when appropriate;
- Answers questions and complaints from the public concerning mosquito and vector control, distributes literature and refers inquiries to appropriate sources;
- Participates in exhibits at local community events, fairs, shows and parades;
- Assists with surveys to determine effectiveness and efficiency of District activities, projects and services including door to door campaigns;
- Keeps informed on current developments in mosquito and vector control through assigned trainings.
- Answers the telephone, takes service requests and routes incoming phone calls. Prepares service requests from the public and routes them to the appropriate personnel using a database and mapping system.
- Performs, occasionally, other tasks or functions not stated in the description, but within the scope of experience and capabilities; and
- Performs related work as required.

## **MINIMUM EMPLOYMENT STANDARDS:**

### **Education and Experience:**

Applicants must be at least eighteen years of age and be a high school graduate or equivalent.

Any combination of training, education and experience that demonstrates an ability to perform the duties of the position. A Bachelor's degree from an accredited college or university with an emphasis on communication, public relations or marketing is desirable.

Applicant must have a valid California Driver's License with a good driving record and be insurable under the guidelines of the District's insurance carrier.

Applicant must successfully complete a pre-placement physical examination and drug screen.

### **Knowledge, Skills and Abilities:**

#### **Knowledge of:**

- Correct English usage, spellings, grammar and punctuation;
- Principles of composition and report writing;
- Principles of public and community relations;
- Use and operation of MS Windows®-based PC system and applicable software, including word processors, spread sheets, data bases, computer graphics, and desktop publishing; and
- Professional standards and ethics when communicating with the public and media;

#### **Abilities:**

- Speak clearly and effectively in English;
- Write effectively in English and prepare clear and concise records and reports;
- Learn and use new methods as technology becomes available;
- Accept assignments from persons working at a higher level;
- Accept constructive criticism;
- Keep a neat, well-groomed, professional appearance;
- Establish and maintain effective relationships with those contacted in the course of work;
- Work congenially and cooperatively with others;
- Work with a high degree of independence;
- Be accountable for effective use of time and resources to meet goals;
- Communicate with the public in a tactful, courteous and professional manner; and
- Operate a motor vehicle in a safe and legal manner.

The Employee must possess the ability to collaborate effectively; the willingness to contribute personal skills, talents and interests to further the organization; and the ability to pursue valid information to better serve the District goals and objectives.

**Essential Functions:**

Employee must be sighted, with the ability to demonstrate close vision, distance vision, peripheral vision and depth perception and have a minimum of single-ear aided hearing. Employee must have the complete and normal mobility of arms to reach and to carry objects, and dexterity of hands to grasp and manipulate small objects. Employee must be able to perform repetitive motion associated with and during extensive computer use. Employee must be able to stand, stoop, reach and bend.

**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.

While performing the duties of this job, the employee is occasionally exposed to high, precarious places such as step stools or ladders; fumes or airborne particles such as dust; and outside weather conditions. The employee may be exposed to verbally abusive behavior from hostile individuals. The noise level in the work environment is usually moderate. The individual may be called on for evening and weekend work, as assigned.