

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

OUTREACH REPRESENTATIVE

Position Code: K6700

DISTINGUISHING FEATURES OF THE CLASS

Under administrative direction, performs public relations and public service work in a community outreach program designed to maintain and enhance the social quality of life for Illinois senior citizens, disabled persons and veterans; assists these groups in obtaining available services from the Office of the Secretary of State; coordinates volunteer efforts; coordinates outreach activities with applicable departments in the Office.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Plans, organizes, coordinates and presents Rules of the Road review courses within an assigned geographical area for the purpose of preparing attendees to successfully obtain an Illinois drivers license; trains volunteer instructors to become knowledgeable and qualified to teach Rules of the Road Courses and enable the Office to reach out to a greater segment of the population; recruits additional volunteers to meet increased demand or loss of volunteers within the geographical area of primary responsibility.
2. Schedules and coordinates photo identification card programs responding to requests from various private organizations wherever non-drivers require an officially recognized means of identification; conducts photo identification sessions with assistance of volunteers from community organizations and staff personnel at health care locations.
3. Actively promotes good public relations for programs and services in the community; actively solicits events and public activities for informational displays; distributes informational publications and appropriate brochures to community groups, civic and veterans organizations; notifies news media of events and services to the community; makes regular and periodic courtesy calls on media facilities, offices of municipal and county government officials, etc.
4. Participates in other outreach efforts benefiting persons with disabilities, veterans and others in need of the services made available and provided by the Office of the Secretary of State; serves as referral intermediary for recently naturalized ethnic groups.
5. Serves as an informal secretariat to interested parties and volunteers residing in the geographical area of responsibility.

OUTREACH REPRESENTATIVE (Continued)

6. Prepares reports and other records documenting community service and outreach program

activities and results; prepares travel itineraries; responds to written, in-person or phone inquiries from community groups and organizations; provides written inputs for publications.

7. Performs other related duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college and three years of professional experience in a volunteer services program, a community organization or social science work.

Knowledge, Skills and Abilities

Requires extensive knowledge of principles and procedures in the development and utilization of community services in a volunteer service program.

Requires working knowledge of the media and methods and techniques which can be used to relate the needs of the area served to the resources within the community.

Requires working ability to coordinate human service needs with volunteer services groups in the community.

Requires ability to develop and maintain effective working relationships with co-workers, community leaders and the general public.

Requires ability to present ideas accurately and effectively both orally and in writing.

Requires possession of a valid Illinois drivers license and willingness to travel to assigned geographical areas.

Approved by the Secretary of State Merit Commission - December 11, 1991

Effective - December 16, 1991

EXAMINATION INFORMATION

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year