

DIVERSITY PROGRAM ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: The Diversity Program Administrator is responsible for developing, coordinating, and implementing a broad range of internal and external activities related to the City's diversity initiative. Responsibilities include: acting as an ombudsman between the City and the community on sensitive diversity-related issues that impact City community relations; creating and maintaining partnerships with diverse segments of the local community, regionally, and nationally; integrating diversity initiatives into the City's existing organizational systems, policies, and structures; providing leadership, direction and support to the Mayor, City Council, and City Management on diversity matters; working with the media on diversity initiatives and serving as the City's spokesperson on diversity-related matters; identifying organization and employee diversity-related issues, and working to develop and implement successful solutions; providing oversight and technical advice to the City's Human Relations Advisory Board; developing and providing resources for diversity education and training in a variety of formats and other support programs such as mediation; helping develop and administer the Diversity and Neighborhood Office budget; and providing team leadership, guidance to neighborhood outreach and volunteer coordinators. This is an office that thrives in a self-led team environment; however, this position will be responsible for supervising the office, and would be expected to assist fellow team members with their projects in order to ensure all office programs are successful for the City and our residents. Likewise, office team members are expected to assist the Diversity Program Administrator, as needed.

Internal Programs: Duties include: participating on Citywide projects that strengthen organizational systems to support a diverse workforce; conducting projects to assess organizational readiness and progress on the City's diversity initiative; researching, developing, and recommending Citywide policies on diversity; acting as a resource for departmental policy development; and establishing, promoting and expanding the City's outreach to more segments of the community.

External Programs: Duties include: providing leadership and guidance to community organizations implementing diversity events and programs; planning and hosting the diversity events and programs; assessing the needs of diverse segments of the community; representing the City at diversity-related community events; providing technical and resource assistance to community groups; representing and providing visibility for the diversity initiative regionally and nationally; participating in regional meeting of the human relations advisory boards; and participating on diversity related regional and statewide committees and task forces. This class performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The Diversity Program Administrator provides leadership and resources to the public and employees for the advancement of the diversity initiative. An incumbent in this class is dedicated to assisting the public and employees with improving their relationships with internal and external customers. The Administrator must be willing to work non-traditional hours, when needed, on Diversity and other neighborhood outreach or volunteer programs. The Diversity and Neighborhood Outreach Office is supervised by an Assistant to the City Manager, who reviews work through conferences, reports, and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business Management, Human Resources, Sociology, Public Administration, Public Relations, Communications or a related field. A minimum of three years experience working/consulting in a field related to diversity or three years of municipal management/political experience or a Master's degree.

Special Requirement. Must possess a valid Arizona Driver's License by hire or promotion date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Supervisory experience and Spanish speaking and writing skills are highly desirable.

ESSENTIAL FUNCTIONS

Communication: Effectively communicates the relationship between diversity and the organization's goals, major systems, policies, and management practices. Persuasively communicates with the public, other City employees, management, and other diversity professionals to coordinate programs, promote the diversity message and events, and make others aware of diversity issues and topics. Builds partnerships with others to achieve diversity goals. Coordinates with other employees to facilitate events. Prepares reports, promotional items, and other written documents. Provides assistance and advice to departments to ensure diversity is considered in City published information.

Manual/Physical: Reviews the work products of others (i.e., press releases, management responses to citizen/employee issues and concerns, management reports, brochures for department programs, etc.) to ensure their sensitivity to diversity issues. Operates a variety of standard office and training related equipment (i.e., personal computer, facsimile machine, video cassette recorder [VCR], DVD, tape recorder, PowerPoint and overhead projectors, etc.). Operates a motor vehicle requiring a standard Arizona Driver's License to conduct community outreach, attend community meetings, and special events. Maintains records of diversity-related issues.

Mental: Reviews, monitors, initiates, recommends, and facilitates diversity training programs. Conducts research, and analyzes data to make recommendations to appropriate personnel. Advises departments regarding implementation of diversity initiatives. Works with and responds to media requests. Monitors the activities and events supported by the Human Relations Advisory Board. Promotes training programs and materials that will effectively relay the diversity message to participants, and deliver appropriate skills. Quantifies and evaluates results of diversity training, activities, and initiatives. Develops a means for measuring internal and external accountability for the Diversity Initiative and the Neighborhood and Diversity Outreach Office.

Knowledge and Abilities:

Knowledge of:

group dynamics and human behavior, and the effects of both on members of a group;
principles, methods and techniques used in diversity awareness and outreach;

diversity networks and resources;
diversity experts, philosophies, and organizational applications;
cultural and value diversity issues;
mediation skills and techniques;
problem resolution methods and practices;
public sector organizational dynamics; and
budgeting, social media tools.

Ability to:

coordinate programs and events relating to the diversity initiative;
monitor and analyze statistical data on diversity issues;
establish cooperative working relationships with all levels of the general public, employees and other governmental, educational, and private agencies;
make presentations to Advisory Board, the City Council, management staff, and employee teams;
remain aware of changes in the workplace and City operations, and analyze the need for modifications to or implementation of new diversity programs;
respond positively to sensitive situations;
identify organizational and system issues and develop effective solutions;
serve as a resource for the public, employees and media for issues relating to diversity; and
exhibits a nonjudgmental, open and compassionate attitude and manner.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised to Update Department Title 2/16

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INCREMENTS 62-200

PAY GRADE: 54

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