

DIVERSITY AND COMMUNITY ENGAGEMENT ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: The Diversity and Community Engagement Administrator is responsible for developing, supporting, coordinating, and implementing a broad range of internal and external activities related to the City's Diversity initiative as well as Community Engagement Division. The Administrator is the "diversity and inclusion lead resource" for the City of Mesa. He/she is responsible for working with the Human Resources Department as a resource to provide internal diversity training, organize employee boards/focus groups, and to ensure that diverse recruitment strategies are implemented within the organization. Other important responsibilities include: acting as an ombudsman between the City and the community on sensitive diversity and inclusion-related issues that impact the City's community relations; creating and maintaining partnerships with all diverse segments of Mesa, regionally, and nationally; integrating inclusionary initiatives into the City's existing organizational systems, policies, and structures; assisting Human Resources as a resource to implement training and to create opportunities to help diverse city employees be well trained and ready to elevate within the city; working with Human Resources as a resource to provide recruitment and interview strategies to expand and encourage development of a diverse workforce; overseeing the City's compliance with Americans with Disabilities Act (ADA), Title VI, and other related Federal mandates by managing, developing, monitoring, and implementing these programs; providing leadership, direction and support to the Mayor, City Council, City Management and the Community Services Director on diversity and inclusion matters; working with the media on diversity and inclusion 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 administering Diversity Office programs, such as Hometown Heroes Banners, film series, City facilitation of the East Valley Dr. Martin Luther King Jr. Day Parade, and others, as assigned.

Additionally, this position performs responsible administrative and supervisory work by providing team leadership and guidance to the Community Engagement Division. The administrator will be responsible for supervising the day-to-day operations, which includes supervising professional-level staff, preparing, monitoring, and administering the division's annual budget, and making policy and program recommendations. This position would be expected to assist fellow team members with their projects in order to ensure Community Engagement, Volunteer, and Diversity Office programs are successful for the City and our residents.

Internal Programs: Duties include: daily operations management for the Community Engagement Division; conducting projects to insure Citywide compliance with the Americans with Disabilities Act and Title VI; 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 and community engagement initiatives; researching, developing, and recommending Citywide policies; 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 all diverse segments of the community; representing the City at 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 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 and Community Engagement 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 Services or Volunteer programs. The Community Engagement Division is supervised by the Community Services Director, who reviews work through conferences, reports, and results achieved. In addition to keeping the Community Services Director well informed, the Administrator will also have a direct line to the City Manager through regularly scheduled meetings to provide reports and updates on internal and community-related initiatives. 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 Master'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.

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

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Certification in diversity programming from an accredited college or university or a recognized, expert organization is highly desirable. Supervisory experience and Spanish speaking and writing skills are highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public including citizens with diverse backgrounds and ethnicity, other City employees, vendors, management, contractors, public officials, citizen advisory boards, and staff and elected officials from other jurisdictions in order to complete job duties. 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 (example: 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 (example: personal computer [PC], facsimile machine, video cassette recorder [VCR], DVD, tape recorder, PowerPoint and overhead projectors, etc.). Operates a motor vehicle requiring a standard Class D Arizona Driver's License to conduct community outreach, attend community meetings, and special events. Maintains records of diversity-related issues.

Mental: Plans, reviews, monitors, initiates, recommends, and facilitates the activities of the Community Engagement Division and Diversity Office programs. Supervises and evaluates the work of staff performing a variety of administrative, professional, and field activities in support of division programs. Prioritizes and assigns work to subordinates and prioritizes own work. Coaches staff members in a team environment to work together effectively to meet division goals. Coordinates work activities and program functions such as program budgets, planning, and policy recommendations with other City departments, other cities, and other agencies. Develops divisional and other short- and long-term objectives and strategic and operational plans. 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 Community Engagement Division.

Knowledge and Abilities:

Knowledge of:

diversity experts, philosophies, and organizational applications;
cultural and value diversity issues;
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;
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 and inclusion initiatives;
monitor and analyze statistical data on diversity and inclusion 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.

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INCREMENTS 64-200

PAY GRADE: 56

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