

## COMMUNITY ENGAGEMENT ADMINISTRATOR

### JOB DESCRIPTION

**Classification Responsibilities:** The Community Engagement Administrator is responsible for the management of the City's Community Engagement Division and all related initiatives, which includes Community Engagement initiatives, Citywide volunteer services, diversity initiatives/programs (example: Martin Luther King Celebration of Freedom, Pride Parade, Hometown Heroes Banners, Mesa Hispanic Network support, and Human Relations Advisory Board initiatives) and Animal Control. Specific duties include managing the day-to-day operations of both divisions, which includes supervising professional, paraprofessional, and protective services staff, preparing, monitoring, and administering both the Animal Control and Community Engagement divisions' annual budgets and performance measures; making policy and program recommendations; communicating with the public, other City departments, City Council, vendors, and contractors; developing strategic partnerships with community representatives, external agencies, and other organizations to develop a sense of relevant issues facing our community; facilitating training with departments on best practices for conducting surveys, identifying ideal locations to survey, creating communications, engaging with the public, and being inclusive of all diverse groups; partnering with the Public Information Office on press releases, interviews, social media and marketing; collaborating with Maricopa County, Animal shelters, and the Police Department to resolve Animal Control related issues; overseeing the public records request; making presentations to the public; attending City Council and public meetings as a city representative; providing support to the Mayor, City Council, City Management and the Community Services Director on community engagement matters; working with the media; creating and maintaining partnerships with diverse segments of Mesa, regionally, and nationally; implementing and evaluating department policies, procedures, programs and projects; and providing guidance on issues that impact community relations. The Community Engagement Administrator is expected to exercise considerable initiative, judgment, discretion, and independence of action in accomplishing program objectives, provide reports and recommendations on a variety of issues and is held responsible for the effectiveness of division operations. This class performs related work as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system; at-will position. An incumbent in this class is dedicated to assisting the public and employees with improving their relationships with internal and external customers. The Administrator may be required to work evenings, weekends and holidays for special events. The Community Engagement Administrator is a member of the Executive Management Team for the Community Services Department and is supervised by the Community Services Director, 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 Administration, Public Administration, Communications, Marketing, or a related field. Extensive (5 + years) professional experience in administering community outreach, neighborhood/community assistance programs, or diversity programs and/or events. Good (1-3 years) lead or supervisory experience.

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

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** A Master's Degree from an accredited college or university in Business or Public Administration, Communications, Marketing, or a related field is desirable. Spanish speaking and writing skills are highly desirable.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public including residents with diverse backgrounds and ethnicity, other City departments and employees, vendors, management, contractors, and public officials. Makes oral presentations at public meetings, City Council meetings, and in other settings. Conducts and/or participates in public, staff, and policy decision-making meetings, as required. Builds partnerships with others to achieve program goals. Coordinates with other employees to facilitate events. Communicates short- and long-range strategic plans, program goals, and objectives. Reports performance metrics, customer service levels, and public interest needs and trends. Prepares internal and external memos, reports on complex issues, staff instruction and other written documents to communicate effectively in performing job duties.

**Manual/Physical:** Reviews the work product of others to ensure compliance with standard operating procedures, federal regulations, state regulations, and other standards/guidelines. Inspects, monitors, and/or evaluates information, work-related conditions, reports/memos, and sites to determine compliance with prescribed operating, safety, or other standards, regulations, and guidelines related to animal control, community engagement and volunteer practices. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to attend meetings, conduct site visits, and attend neighborhood functions. Meets with staff, management, and other stakeholders. Meets with residents relating to or concerning neighborhood, housing,

animal control, and diversity related efforts/situations. Makes presentations to groups. Meets scheduling and attendance requirements.

**Mental:** Plans, reviews, monitors, initiates, recommends, and facilitates the activities of the Community Engagement Division in the Community Services Department and its subsequent programs and the Animal Control Division. Supervises and evaluates the work of staff performing a variety of administrative, professional, and field activities in support of the division's work. Prioritizes and assigns work to team, members and prioritizes own work. Coordinates work activities and program functions such as program and division budgets, performance metrics, 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 community engagement and other diversity initiatives. Facilitates training with City departments on best practices involving surveys, communication, engaging with the public, and being inclusive of diverse groups. Partners with the Public Information Office on press releases, interviews social media, and marketing. Oversees the public records request for the Community Engagement Division. Comprehends and makes inferences from reports, correspondence, and informational materials in order to conduct business, provide information, and perform job duties. Completes special projects and administrative work as assigned by the Director.

**Knowledge and Abilities:**

**Knowledge of:**

community engagement and citizen response principles, practices, current issues, and trends; modern management techniques, supervisory practices, team-building techniques, and performance management/evaluation methods; municipal administrative issues and budgeting; research and planning techniques, methods, and procedures; problem resolution methods and practices; various group facilitation methods and mediation techniques; PC applications involving data generation and analysis, research, report-writing, and the use of the Internet as a communication tool.

**Ability to:**

facilitate group meetings and training effectively; motivate, instruct, and coach staff members in a teamwork environment; respond positively to sensitive situations; identify organizational and system issues and develop effective solutions;

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establish and maintain effective working relationships with City elected and appointed officials, department managers, residents with varying social, economic, and cultural backgrounds, other government officials; and perform special staffing functions when requested.

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 1/24

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JOB FCTN-ADM

INCREMENTS 37-200

PAY GRADE: 56

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