COMMUNITY ENGAGEMENT COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Community Engagement Coordinator performs professional community engagement work in the planning, development, organization, and implementation of programs and services to assist in proactively responding to the issues of neighborhoods and individual residents. Community Engagement Coordinators work closely with the City Council Office and are assigned to work in one or more City Council Districts ***(by assignment)***. Job responsibilities focus on four major areas: 1) administration, including report-writing and public presentations; contract and resources management; coordination of services with other City divisions; grant research and grant application writing; and form, survey, and questionnaire development; 2) internal and external liaison activities involving substantial interaction with elected officials, City management, and other City employees; interaction with outside governmental agencies, organizations, and school districts; and representatives of community organizations, school districts, businesses, and service provider agencies; 3) establishing and facilitating planning and problem-solving processes and activities leading to satisfactory resolution of challenges and concerns in neighborhoods and City Council Districts (example: community meetings, neighborhood improvement programs, community events); responds to requests from City Council for information and analysis of community issues and creates programs to address those issues as requested; and 4) handling electronic and print media activities, press releases, and advertising; planning, developing, and implementing a variety of information for programs or materials to facilitate communication to residents, employees, and the general public; effectively educating a diverse public about program area issues in a positive manner; developing public education programs and materials for a variety of audiences; assisting with the development and production of division information using web technology; developing social media and webpage content to keep it up-to-date and interesting and meeting City specifications and design standards. Incumbents deal frequently with constituent situations that are, or may become, volatile and with matters which are sensitive and highly visible. Work requires considerable exercise of initiative and independent judgment within established policy guidelines. May have lead responsibilities for a project or team ***(by assignment)***. Responsibilities may also include supervision of clerical or paraprofessional classes. This class performs related duties as required.

Distinguishing Features: This class is allowed considerable independence of action. A significant element of work involves public contact of a specialized nature, which requires patience, tact, and persuasion in dealing with diverse residents, businesspersons, and organizations who are affected by City programs or projects or who have neighborhood-related concerns. Employees in this class may be required to work evenings, weekends, and holidays for special events. This class is supervised by the Community Engagement Administrator who reviews work through meetings, conferences, observation, status and effectiveness, as well as overall 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 or

Public Administration, Communications, or a closely related field. Considerable (3 - 5 years) of professional-level experience in operating and administering community outreach, neighborhood/community assistance, or community programs or events.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date. Must also have access to a personal vehicle on a regular basis in order to attend meetings, make site visits, and conduct research in neighborhoods and project sites.

Preferred/Desirable Qualifications. Experience in public speaking and facilitating problem-solving meetings for complex community challenges; experience creating and/or managing successful community programs; marketing experience including social media; and an appreciation for community diversity is preferred. Ability to use Windows-based personal computer (PC) programs such as Word, PowerPoint, Excel, and Teams is also preferred. Bilingual skills: ability to speak, translate, and write English and Spanish is highly desirable (employee eligible for Bilingual Compensation Program). Graduation from an accredited college or university with a Master's Degree in Business or Public Administration, Communications, or a closely related area is desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge, and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, neighborhood associations or representatives, other City employees, management, contractors, and local and regional public officials in order to facilitate planning and problem-solving, present policy issues, answer complaints, and accomplish primary job tasks. Prepares written documents such as: reports to management and City Council, correspondence, media releases, scripts, program brochures, action plans, and program contracts. Makes oral and written presentations to management and City Council regarding the work of the Community Engagement Office and how its programs interact with other City plans and issues. Facilitates planning and problem-solving efforts of community task forces, City Council District committees, individual residents, and neighborhood groups/associations as requested.

Manual/Physical: Operates a motor vehicle requiring a standard Class D Arizona Driver’s License to travel to various locations to research neighborhood issues, give presentations, and attend meetings. Operates a variety of standard office equipment including: a laptop computer, calculator, copier, and PC. Operates a variety of audio-visual equipment such as projectors, tape recorders, slide projectors, and screens. Prepares boxes/bundles of forms, mail, pamphlets, and newsletters for distribution and mailing. Moves classroom equipment and materials using a handcart/dolly. Carries objects such as laptop computers, projectors, and screens for distances up to 100 feet. Sets up and/or removes folding tables and chairs for classroom settings and various events. Stands for extended periods of time to make presentations. May work in a variety of weather conditions while conducting field research and attending community events and meetings. Meets scheduling and attendance requirements.

Mental: Conducts research and analyzes data and literature related to the operation of neighborhood and constituent response/outreach programs locally and nationwide. May lead a project or team.

Performs mathematical calculations, statistical computations, and financial and cost analysis studies for the Community Engagement Office and constituent response programs. Comprehends and makes inferences from reports, internal memos, statistical and demographic information to analyze performance and follow and interpret trends. Learns job-related material in a classroom setting regarding management techniques, project management, mediation and facilitation skills, and PC software use.

Knowledge and Abilities:

Knowledge of:

community engagement, constituent response and neighborhood development principles, practices, current issues, and trends;
human services, community assistance, and neighborhood response agencies and organizations operating in Mesa and in the Phoenix metropolitan area; and
PC applications involving data generation and analysis, research, report-writing, and the use of the Internet as a communication tool.

Ability to:

positively interact with community leaders, City and service agency management staff, and elected officials to interpret information, explain and justify recommendations, implement and sustain programs, facilitate dialogue, and mediate and resolve problems;
design surveys to identify community issues and/or perceptions, and devise strategies to identify and bring to bear community resources to respond to them; and
devise methods of measuring results obtained as a result of implementation of community/constituent response programs.

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 6/25
TC/sb/ah
CS4648.DOCX PAY GRADE: 55
EEO-Prof IND-9410
JOB FCTN-ADM SWORN-N
Non-DOT Safety and Security-N Non-DOT Random-N
CDL-N DOT-N
RESP-N INCREMENTS 67-200