

CITY OF MILWAUKIE

CLASSIFICATION: COMMUNITY ENGAGEMENT COORDINATOR

Department: City Manager
Location: City Hall

Grade Number: 66
Union: AFSCME

FLSA: Non-exempt
EEO Category: 2-Professional

Description:

This position is responsible for carrying out public involvement and community engagement, neighborhood service delivery programs, and project management. Work involves serving as a liaison between the City and the community. Exercises independent judgment to respond to issues and concerns of the community and staff. The incumbent will plan, facilitate and attend meetings with community members, other staff members, and representatives of other organizations. Involves considerable coordination with staff of other departments, community members, and other agencies. Presents findings and recommendations both in writing and orally to Department Head, City Council and community groups. Reports directly to the Assistant City Manager.

Duties and Responsibilities:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Creates and leads the implementation of community engagement strategies.
 - a. Generates community and partner input for policies, long term plans and community investments.
 - b. Collaborates with department heads and attends City Council meetings to identify city projects and efforts that need a public involvement component.
 - c. Coordinates the City's community engagement efforts with local and regional jurisdictions and non-profit partners.
 - d. Uses multiple methods to connect staff and elected officials in order to integrate community findings in to the decision-making process.
 - e. Supports project managers by developing and providing access to public engagement tools, templates, toolkits and web resources.
 - f. Ensures all engagement plans. Seeks out and shares best practice information with City staff on how to develop engagement plans that address the needs of culturally specific communities and underserved audiences.
 - g. Develops and coordinates community partnerships to deliver on engagement strategies through strong, long-term relationships.
 - h. Suggests community partnerships and coalition building activities.
 - i. Develops and implements community engagement training for city staff and Council.
 - j. Works closely with Communications Program Manager to identify engagement opportunities and coordinate on city-wide communication needs.
2. Initiates and attends neighborhood and civic group meetings as City's representative to assess and convey local concerns in a timely and systematic manner. Coordinates neighborhood leadership meetings.
3. Provides technical assistance and coordination for Neighborhood District Associations including problem resolution and assistance with research. Coordinates response of various City departments to solve neighborhood identified problems.
4. Administers, tracks, coordinates, and publicizes the Neighborhood Grant Program. Also includes support with project development and implementation for grant recipients.

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5. Administers projects including but not limited to public outreach, and coordination and oversight of all phases of project implementation.
6. Prepares a variety of studies, reports and related information for decision-making purposes. Conducts research, analyzes, and prepares recommendations regarding proposals for programs, grants, events, and services.
7. Makes presentations to boards, commissions, civic groups and the general public as assigned. Prepares and delivers presentations or drafts of such as necessary.
8. Provides staff support to supervisor, committee committees and project teams, as assigned.
9. Prepares program publicity including use of a variety of city communication channels (newsletter, cable access, and web site) and the media.
10. Maintains positive public relations with customers and is responsive to customer needs.
11. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
12. Performs other duties as required.

Job Specifications:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation:

a) Education

- i) Bachelor's degree in public administration, planning or related field from an accredited college or university; or
- ii) Any equivalent combination of education and experience.

2. Prior Experience:

a) Work Experience

- i) Three (3) years of professional public sector work in planning, project management, neighborhood services or related area; or
- ii) Any equivalent combination of education and experience.

b) Necessary Knowledge, Skills and Abilities:

- i) Working knowledge of the principles and practices of modern public administration, planning and community building.
- ii) Knowledge of principles of project and event planning and management.
- iii) Ability to facilitate meetings and manage major Citywide events.
- iv) Knowledge of grant procedures.
- v) Ability to analyze situations and problem solve.
- vi) Ability to make effective oral and written presentations.
- vii) Ability to accurately record and maintain records.
- viii) Ability to meet deadlines.
- ix) Ability to attend meetings or perform assignments at locations outside the office.
- x) Ability to establish and maintain effective working relationships.
- xi) Ability to work as a team member.
- xii) Ability to perform the essential functions of the job.

3. Special Requirements

- a) a) Must possess, or obtain by time of hire, a valid Oregon or Washington State Driver's License.
- b) Must be able to pass the department's security clearance standards including review of driving record.

4. Tools and Equipment Used

- a) Computer and printer, fax machine and copy machines; Computer software including MS

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office based word-processing, spreadsheet, and data base, and telephones, printers, and projectors.

5. Supervision:

- a) Provides training, coaching and work direction to volunteers and team members assigned to specific projects.
- b) Works under the general direction of the Assistant to the City Manager.

6. Communication:

- a) Communication often involves a moderate level of complexity.
- b) Frequent communication with citizens, other City departments, volunteers and other government agencies.

7. Cognitive Functions:

- a) Work is performed independently with some policy direction provided. Often developing new solutions to achieve desired goals with limited existing policy as guidance.

8. Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Generally, work is performed in an office environment.
- b) Some site visits and off-site events. During site visits may walk on uneven terrain and be exposed to a variety of weather conditions.
- c) Some evening and weekend meetings required.

9. Resource Accountability:

- a) Limited discretion over small budget.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Adopted: 10/ 90

Revised: 1/21/92, 5/12/94, 6/27/00,

10/14/03, 11/30/04, 10/26/12; 9/11/14 (title change);12/2019