

# CITY OF WEST LINN

## JOB DESCRIPTION

**Job Title:** CITIZEN ENGAGEMENT COORDINATOR

### GENERAL FUNCTION:

Under the guidance and general direction of the Assistant City Manager, position is responsible for planning, organizing and coordinating citizen engagement, community outreach on planning issues, citywide and internal publications, events, and information activities. Promotes awareness and understanding of City services, policies, projects and issues.

### DUTIES AND RESPONSIBILITIES:

*(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)*

1. Contributes to a positive work environment.
2. Develops and maintains citizen engagement strategic plan in conjunction with the Assistant City Manager.
3. With oversight from the Assistant City Manager, acts as a city resource/spokesperson in interaction with media. Prepares briefings, story ideas, tours, and background information to further special events and other city business.
4. In partnership with the Community Development Director, communicates and engages the community on special planning projects and programs which may have a broad impact in the community and are designed to meet specific needs of the City.
5. Establishes and manages logs, entering data and generating reports of activities. Tracks emerging issues, local news and community events.
6. When instructed, presents recommendations to management, council and in public meetings. Advises department directors of new programs procedures.
7. Prepares and distributes fact sheets, talking points; news releases; website articles; scripts, and or videotapes that publicize the City's message. May create brochures; posters; flyers; advertisements, and other promotional materials.

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8. Uses a variety of online and social media tools to facilitate engagement.
9. Receives citizen complaints and facilitates resolution of problems, acts as liaison for city departments and coordinates meetings on issues related to complaints.
10. May prepare award and grant applications to other government agencies or private foundations as needs are determined.
11. As requested, coordinates and staffs city-wide meetings and public events.
12. Performs customer service duties.
13. Other duties as assigned.

#### SPECIFICATIONS:

1. Job Preparation:

Requires a Bachelor's Degree in Political Science, Public Administration, Journalism, Public Relations or related field. A Master's Degree in Public Administration or Planning is preferred.

Requires knowledge of English grammar, composition and presentation techniques; writing; editing; design, and media. Extensive knowledge of personal computers and related software applications and the ability to access the Internet.

Must have some experience with city government.

A key component is the ability to establish and maintain effective working relationships; make presentations and develop reports that may include technical information and the ability to communicate information in a concise, easy to understand format.

Must have the knowledge to provide considerable research, project management, and analysis related to various projects.

Any combination of education, training, or experience that provides the required knowledge, skills and abilities as determined by the hiring authority will be considered.

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#### 2. Supervision:

Received: Work is performed independently with Assistant City Manager assigning projects and reviewing work.

Exercised: Supervision of others is not a normal responsibility of this position. May assist in training, lead work responsibilities.

#### 3. Communication:

Requires excellent communication skills when communicating with the media, staff, City Council, neighborhood groups and others in the community. Relationships that must be maintained with organizations outside the City include: media, neighborhood groups, citizens at large and other communities.

#### 4. Cognitive Functions:

Work is governed by written City and departmental policies, procedures, and ordinances.

#### 5. Working Conditions:

Typical work environment is an office setting. May be required to attend night meetings.

#### 6. Resource Accountability:

Is responsible for personal computer and other office equipment.

*The job classification 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*