

**DONA ANA COUNTY
JOB DESCRIPTION**

POSITION TITLE: Outreach Specialist		PAY GRADE: B23	
DEPARTMENT: County Manager		FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
REPORTS TO: Community and Constituent Services Manager		LEAD: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
BARGAINING UNIT: N/A		SUPERVISOR: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
APPROVED: <u><i>My Reed</i></u> <i>Department Head/Elected Official</i>		<u><i>4/27/17</i></u> <i>Date</i>	
<u><i>Delp Weir sup Cindy Capana</i></u> <i>Human Resources Director</i>		<u><i>4-27-17</i></u> <i>Date</i>	

I. PURPOSE SUMMARY.

Under direct supervision of the Community and Constituent Services Manager and support from the Constituent Services Specialists, the Outreach Specialist is responsible for the operation of constituent educational outreach efforts and promotion of county services in communities throughout the county. The Outreach Specialist coordinates with county staff, external agencies and other stakeholders, programs in communities that will better connect the county to its constituency and educate the public of services provided by the county.

II. ESSENTIAL DUTIES.

- Develop and implement strategies to engage diverse communities in a wide range of civic activities.
- Identify underrepresented communities and develop and initiate activities to more fully engage all residents of our diverse county.
- Represent Doña Ana County at public events.
- Plan conferences, meetings, and events, which includes securing appropriate venues, arranging for equipment and supplies. Host speakers for public meetings and programs.
- Identify, initiate and manage key relationships internally and externally to share information, cross promote and collaborate on strategic efforts.
- Assist in handling internal and external communication requests for information in English and Spanish.
- Refer constituent casework matters and issues of concern to the Community and Constituent Services Manager for assignment and appropriate handling.
- Manage and update key contact information for nonprofit and business organizations, elected officials, chambers of commerce and other agencies.
- Develops and maintains positive public and community relations.
- Assists with development of program goals and policies consistent with county's constituent services efforts.
- Prepares written progress reports to the Community and Constituent Services Manager regarding outreach efforts in the county.
- When appropriate, provide information on program events and activities to the public, staff and the county's Public Information Director for dissemination.

- May be required to work weekends and evenings as assigned, which may require driving a county vehicle.
- Participate in training on new systems, software and procedures on an as needed basis.
- Ability to remain calm under pressure, diffuse an emotional situation and find constructive solutions.
- Assist the Community and Constituent Services Manager in responding to constituents.

III. ADDITIONAL DUTIES. Performs other related duties as assigned.

IV. QUALIFICATIONS.

A. Education: Bachelor's Degree in Political Science, Human Services, Communications, Public Administration or related field.

B. Experience. One (1) year experience in planning outreach events. Working in a government office preferred. Bilingual (English/Spanish) is required.

C. Education/Experience substitution. In accordance with County policy.

D. Licenses/Certifications. Must possess a valid driver's license and maintain a satisfactory driving record in accordance with County policy.

E. Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.). Must pass background check and driver's license record check.

1. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:

Must have knowledge of: Confidentiality, time management and have exceptional organizational skills. Overall population and community resources and networks including a demonstrated understanding of the ethnicity, language, socioeconomic status and life experiences of populations in those communities; activities related to the development of families, youth engagement; culturally appropriate community based education methods; and organizational and consensus building skills. Additionally, knowledge and understanding of constituent services work and/or the functions of government is preferable.

Must have skills to: Operate general office and computer equipment, using software including Microsoft Office Word; maintain accurate and updated records; facilitate groups and meetings; promote and organize meetings.

Must have ability to: Effectively and accurately communicate verbally and in writing in both English and Spanish; work independently and as a team member; handle fast-paced, demanding, and stressful environments; self-motivated, punctual, reliable, consistent, proactive, professional, respectful and creative; utilize referral networks for non-county matters, maintain confidentiality, deescalate situations, and motivate people to participate in the governmental process and/or tap into county government services.

2. FREEDOM TO ACT.

