



## NEW EMPLOYMENT OPPORTUNITY

# Community Engagement Manager (Full-Time w/ Full benefits)

**Salary Range: \$9,969 - \$13,459 per month**

**Application Deadline: 8/20/2021 4:00pm**

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The Riverside County Transportation Commission (RCTC/Commission), established through California State law, oversees funding and coordination of all public transportation services within Riverside County. The Commission's responsibilities have grown in the 41 years since its inception from coordinating highway and transit planning and identifying projects for state and federal funding to responsibility for all aspects of region-wide planning for Riverside County's mobility and operating toll facilities. Join an amazing team at RCTC and help plan and deliver transportation solutions!

### **General Description:**

Under general supervision, plans, organizes, and implements a comprehensive community engagement program in support of Riverside County Transportation Commission's (RCTC) projects and programs, including RCTC's responsibility for management of the Regional Conservation Authority (RCA); leads and implements RCTC's and RCA's specialized stakeholder outreach strategy; researches, monitors, and analyzes city council meeting agendas within Riverside County for items affecting RCTC and the RCA programs, projects, and activities; represents RCTC to community groups, the public, tribal governments, and local agencies; provides highly complex and responsible support to the External Affairs Director in areas of expertise and performs related work as required.

This is a program management classification that manages all activities related to the comprehensive community engagement program. Incumbent manages communications and specialized community outreach activities and engagement in support of RCTC and the RCA projects and programs. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. Incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the External Affairs Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating communications and public outreach program work.

### **Qualifications**

**Required:** Equivalent to graduation from an accredited college or university with major coursework in public or government relations, communications, community engagement, business administration, or a related field and five (5) years of increasingly responsible experience. Fluency in Spanish is desirable.

### **Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans and participates in the operations and activities of RCTC's and the RCA's community engagement and specialized stakeholder outreach programs and special projects.
- Supports the Executive Director, Deputy Executive Directors, and External Affairs Director in addressing difficult, complex, and politically sensitive community issues related to transportation infrastructure and habitat conservation.
- Represents RCTC and the RCA at community, intergovernmental, and business meetings, including City Council meetings, public hearings, and Chamber of Commerce meetings, before transportation, civic and service groups, and environmental interest groups at the regional level; prepares and delivers public presentations.
- Oversees the building of successful community and coalition partnerships that will promote RCTC's and the RCA's mission and goals.
- Establishes and develops new avenues of outreach and engagement that will enhance relationships with targeted communities and identify individuals, organizations, and other groups for potential partnerships.
- Liaisons with stakeholders and community organizations to elevate voice of Riverside County residents and communities in Sacramento and Washington DC policy and legislative discussions and funding opportunities.
- Works with cities, stakeholders, and community organizations to promote equity-based and fairness practices related to funding and transportation planning and implementation policies particularly for rural, low income, and disadvantaged communities in Riverside County.
- Liaisons with and supports tribal government coordination and engagement in projects, programs, and policy issues.
- Supports the External Affairs Program by coordinating meetings with local groups, Councils of Governments, Neighborhood Councils, Municipal Advisory Councils, Community Service Districts, business community, and other community stakeholders.
- Coordinates with regional partners, stakeholders, and member agencies on community issues of interregional significance and implementation of RCTC and the RCA initiatives.
- Collaborates with RCTC's Public and Legislative Affairs Managers for communication and policy messaging consistency.
- Prepares staff reports, memos, talking points, fact sheets, and presentation materials, for review by the External Affairs Director, other RCTC directors, and elected officials.
- Coordinates community inquiry response development with internal departments regarding a wide variety of topics and successfully communicates with a variety of audiences as they relate to RCTC and the RCA programs and projects.
- Manages, coordinates, and completes other special projects as assigned.
- Partners with all RCTC departments to coordinate specialized community engagement on RCTC's various programs.
- Develops and standardizes procedures and methods for RCTC staff to present at community organizations, city council meetings, and other targeted stakeholder groups.
- Manages and participates in the development and administration of annual program budgets; directs the forecast of additional funds needed for equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

### **Knowledge of:**

- Principles and practices of communications and community engagement program goal setting, development, implementation, and evaluation.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.

- Methods and techniques of public speaking.
- Basic principles and practices of budget development, administration, and accountability.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures related to assigned area of responsibility.
- Best practices of community relations and crisis communications.
- Best practices of digital communication, including social media.
- Methods, techniques, and procedures of city and tribal government.
- Recent and on-going developments, current literature, and sources of information related to communications and community engagement programs.
- Basic tenets of transportation projects, programs, and services.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Advanced English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing RCTC and RCA in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and RCTC staff.

**Ability to:**

- Plan, research, organize, coordinate, and implement a variety of community outreach and communications related activities and programs.
- Research, develop, write, and deliver accurate and effective communications.
- Develop effective community outreach strategies and campaigns; work effectively with diverse groups of different ages and various socio-economic backgrounds; listen to and discuss problems and complaints tactfully.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective staff reports.
- Effectively represent the department, RCTC, and RCA with governmental agencies, community groups, and various businesses, and professional organizations, and in meetings with individuals.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- May supervise, lead, and/or mentor analyst-level personnel within the department.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Effectively use and develop targeted messaging for widely-used social media platforms and other digital communication mediums.
- Use the English language effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Productively collaborate across a wide variety of people, interests, and personalities.
- Professionally handle volatile situations with public and political consequences.

**Physical & Environmental Elements:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and commonly used mobile (smart) phone equipment; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be

required. Nontraditional work hours are occasionally required to staff public meetings and respond to public relations matters in real-time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

### **Summary of Benefits Available**

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CalPERS Retirement System	Short and Long-Term Disability
<i>Classic: 2.7% @ 55 / PEPPRA: 2% @ 62</i>	9/80 Work Schedule
Up to \$750/month towards Medical Plans	Vacation
Dental & Vision fully paid by RCTC	Sick Leave
401(a) Money Purchase Plan	12 Holidays/Year
457 Deferred Compensation	Transportation Assistance Programs
\$100,000 Group Life Insurance	Tuition Reimbursement Program

**An RCTC employment application and resume must be  
submitted for consideration by the application deadline.  
For more information, please visit [www.rctc.org](http://www.rctc.org)**

**7/2021**