



Job Title	Community, Diversity and Outreach Programs Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	At-Will
Zone	6	Job Code	19656

Class Specification –Community, Diversity and Outreach Programs Manager

Summary Statement:	
<p>The purpose of this position is to champion Diversity and Community Outreach Programs within the City of Colorado Springs by developing, recommending and managing community outreach programs to encourage civic engagement. The manager will work closely with internal stakeholders, community groups, not for-profits organizations, and business leaders to ensure initiatives, resources, and tools are effectively used to evaluate and enhance current programs.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
35%	Support City efforts to increase community engagement and public outreach for Diversity and Inclusion programs in our community. Collaborates with and understands the City’s internal Equity, Diversity & Inclusion (EDI) programming as a part of the HR Management team. Recognizes and respond to regional and local community needs, issues and initiatives with appropriate outreach tools, strategic assessments, best practices, and benchmarking. Develops, coordinates and implements educational curriculum, strategies, and presentations about diversity issues facing the local and regional communities.
40%	Continually identifies barriers to the success of the community outreach management process. Assesses opportunities to link community outreach with ongoing City and community processes and initiatives. Partner with Communications to ensure diversity in external communications, website and photos. Executes a communication strategy to ensure broad communication of all current Diversity initiatives. Improves outreach and engagement to build relationships with under-represented communities and to establish trust and affinity.
25%	Partner with all external stakeholders and organizations, as well as internal City HR, to foster additional relationships and collaboration in the space of Diversity and Community Outreach. Participate in boards and committees in the local community that support outreach to minority groups and vulnerable people groups and work to



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	develop strategies that enhance civic engagement in programs for these diverse populations.
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<p>Competencies Required:</p> <p>Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.</p> <p>Reading: Advanced – Ability to read literature, books, reviewed, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.</p> <p>Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.</p> <p>Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.</p>

<p>Technical Skills Required:</p> <p>Advanced Skills and Knowledge- Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.</p>

<p>Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.</p> <p>Education: Bachelor’s degree from an accredited college of university with major coursework in business administration, public administration, Communications or a related field.</p>



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Experience: Five years of full-time professional Community Outreach or Community Engagement experience including two years of administrative and/ or supervisory experience.

Education and Experience Equivalency:
 One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.
 Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy	
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Supervision Exercised:
 Work requires managing and monitoring work performance of a department including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.

Supervision Received:
 The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:
 This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

Physical Demands: Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: March 2017