



## **DIRECTOR OF OUTREACH & ENGAGEMENT**

Department:	Civic Engagement	Job Code:	7733
Grade:	23	Shakman Status:	Exempt
Hiring Process	Exempt	FLSA Status	Exempt

### **Job Summary**

Reporting directly to the Deputy Assessor – Chief Civic Engagement Officer, the Director of Outreach & Engagement assists the CCEO with the supervision, direction, planning and responsibility of the Outreach unit of the Cook County Assessor’s Office (CCAO). The Director of Outreach and Engagement’s duties include providing direct oversight of the Outreach unit’s work performance, including monitoring time and attendance, approving time sheets, time-off requests, issuing performance evaluations, initiating disciplinary action (where applicable), and ensuring the Outreach unit provides good customer service. In addition, the Director of Outreach and Engagement leads the planning and execution of engagement and outreach actions and activities with elected officials, community groups, and partner organizations. This role works closely with the Chief Deputy Assessor, the Deputy Assessor- Chief Civic Engagement Officer, the Chief Communications Officer and other members of the office to develop a plan to effectively engage and inform the public of the work of the CCAO.

### **Essential Job Duties**

- Collaborates with senior leadership to develop and implement a comprehensive strategic plan to grow CCAO’s outreach and engagement initiatives and develops relationships with community groups, partner organizations and other leaders in Cook County in order to further CCAO’s outreach efforts.
- Develops a plan to better involve and incorporate feedback from the public in the design and implementation of services provided by CCAO to property owners.
- Supports efforts to identify new and emerging policy trends, align operational priorities with needs of property owners serviced by the CCAO, and better engage members of the public about the work of CCAO.
- Develops programming that informs the public about the work of the CCAO and the rights of property owners, and supports CCAO’s policy priorities.
- Collaborates with the Deputy Assessor – Chief Data Officer and other members of the Data Department in the evaluation of data gathered through engagement programs, including how such information can inform the work of the CCAO.
- Continually evaluates operation of team/function to ensure on-going effectiveness and impact of CCAO’s outreach and engagement efforts.
- Develop and implement a clear strategy on development, production and dissemination of outreach materials which may enhance knowledge, understanding, and impact of CCAO’s work.
- Assists in overseeing and directing the staffing and daily operations of the Outreach unit.

- Collaborates to ensure the alignment of work across members of the Civic Engagement Department and the Communications Department.
- Helps to ensure staff productivity and development, promotes good morale, and establishes performance measures of reporting staff.
- Conducts performance evaluations of subordinate Outreach unit staff.
- Helps to ensure that activities and results are consistent with the CCAO's mission, goals and objectives.
- Helps to administer office policies and procedures and provides instruction to staff regarding office policies and procedures.

**The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.**

### **Minimum Qualifications**

- Graduation from an accredited college or university with a bachelor's degree in social science, social work, psychology, education, public health or related field.
- Five (5) years of work experience in government relations, community outreach/engagement, non-profit work, or related field.
- One (1) year of work experience managing or supervising other employees and/or interns.
- Valid driver's license and minimum auto liability insurance coverage.

### **Knowledge, Skills, and Abilities**

- Thorough knowledge of Cook County Government and the CCAO.
- Knowledge of CCAO operations, procedures, policies, practices, and guidelines, or the ability to obtain such knowledge.
- Proven leadership and success in engagement and mobilization at the individual, community, and organizational levels.
- Excellent skills in networking, relationship building, public speaking, presentation development and delivery.
- Proficiency with Microsoft Word, Teams, PowerPoint (or equivalent application like Prezi) and Excel.
- Ability to communicate effectively both orally and in writing.
- Demonstrated collaboration and communication skills, ability to work effectively with a wide range of people from diverse backgrounds and with different experience and ability levels.
- Ability to formulate clear and concise messages and communicate them effectively.
- Ability to interact with the general public and taxpayers, providing guidance and information regarding CCAO's policies and procedures.
- Working knowledge of CCAO's Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- Ability to meet CCAO and Departmental deadlines, production goals and effectively utilize time with limited oversight.
- Must be computer literate, with skill and efficiency in entering and retrieving data, and possess the ability to use CCAO systems and databases.

### **Physical Requirements**

- Visual acuity to review and edit written communications for long periods of time.
- Walking between offices and meetings may be required.
- Repetitive use of hands to handle and or operate standard office equipment.
- Regular use of a telephone to communicate.
- Willingness to travel locally/regionally and work flexible hours, including limited weekends/evenings.

**COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER**

Last modified January 23, 2023