



City of Kansas City, Missouri Job Class Specification

Job Title: COMMUNITY ENGAGEMENT COORDINATOR **Department:** NCSD
Job Code: 1724U **Status:** EXEMPT **Grade:** UNCLASSIFIED

Summary

This is highly responsible administrative work in the Office of Citizen Engagement to assist residents in their understanding of the city charter, ordinances and resolutions. This position also serves to assist residents with understanding of city finances and expenditures, access to grants and programs including grants from the United States Department of Justice, and expand and provide training on tools to improve resident understanding of and access to city services.

The Coordinator will work with the Office of Citizen Engagement in the City Manager's Office on the development and implementation of activities to educate, train, inform, and assist residents about Kansas City local government. This position will also work with departments and external stakeholders on the use of information to support citizen engagement and process improvement.

Duties and Responsibilities

- Inform and assist residents about the City charter, ordinances, and resolutions through a combination of responsive and outreach activities to include, but not limited to, municipal, strategic planning programs, and City sponsored events.
- Support the Office of Citizen Engagement on a wide range of initiatives to educate and connect residents with City services, programs, and opportunities to engage.
- Integrate multiple sources of information and data into clear and concise reports and presentations.
- Provide accurate and timely information to departments, residents, and interested parties in a format that is relevant and easy to understand.
- Build and maintain relationships with individuals, neighborhoods, and representatives of community business and non-profit organizations.
- Provide assistance to residents with qualifying language for grant applications.
- Assist with creating reports on the activities of the Office of Citizen Engagement and city departments.
- Offer guidance in the development and implementation of performance metrics for engagement opportunities across all departments.
- Work with city departments and organizations to increase awareness and access to services provided through federal, state, and local grants.
- Provide direction and support to business teams whenever required.
- Performs related duties as required.

Technical Skills

Extensive knowledge of:
 Understanding of the effective methods of organizational and institutional change.
 City charter, ordinances and resolutions
 Research methods, techniques, sources of information, and methods of report presentation.
 City finances as well as local, federal, and state grants.

Ability to:

Organize and coordinate the efforts of several city departments with other governmental or private agencies to accomplish program goals or objectives.
 Develop working procedures and programs.
 Express ideas effectively, both orally and in writing.
 Maintain harmonious and effective working relationships with the Mayor, City Council, department directors, employees, and the general public.
 Connect effectively with diverse audiences using appropriate communication channels.
 Build and maintain relationships with individuals, neighborhoods, and representatives of community business and non-profit organizations.
 Manage situations requiring de-escalation.
 Coordinate in person and digital outreach, including synchronization with local businesses to effectively and safely provide in person events/meet-ups

Education and Experience

To be determined by the Director

**Certificates/
Licenses/Special Requirements**

Must pass a background check as prescribed by the City.

Supervisory Responsibility

Supervision may be exercised over professional and paraprofessional employees.

Supervision Received

Work is performed under the general direction of the City Manager or an assigned designee.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

09/2021

Revised

10/2021 , 01/2024