

COMMUNITY OUTREACH COORDINATOR

This position supports the Public Affairs team by coordinating the various community outreach activities and services for the Metro Gold Line Foothill Extension Construction Authority. The position reports directly to the Director of Public Affairs.

TYPICAL TASKS / DUTIES

- Create and implement a community and business outreach plan, including supervising the activities and services provided by Authority and Contractor ancillary community relations teams.
- Organize, attend and present at business, community, and neighborhood group meetings regarding the project, its impacts and intended mitigations.
- Develop public education and information materials, presentations and displays – including contributing to the Authority’s newsletters, media/new media outreach and website content.
- Oversee school education outreach and safety program.
- Oversee and implement public events, meetings, open house information sessions, etc.
- Organize and participate at community outreach activities to educate the broader community about the Authority, our activities and projects.
- Respond to public and community inquiries and brief Authority staff on matters of public interest and concern.
- Participate in construction status meetings.
- Supervise the creation and operation of regional information offices.
- Oversee the maintenance of a community database of interested parties and issues.
- Participate in construction status and city coordination meetings.
- Perform miscellaneous projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and experience in working with diverse communities of Southern California
- Knowledge of government structures, agencies and policies which impact Authority business and progress
- Exceptional interpersonal skills
- Strong writing and oral presentation skills
- Experience in facilitating public meetings and other public forums
- Exceptional organizational and planning skills

- Work effectively with project engineers, architects and other team members to articulate project goals, issues and timelines
- Flair for creating engaging displays and public education materials
- Bilingual ability (Spanish, Chinese) an asset
- Knowledge and command of Microsoft Office (including Power Point and Access)
- Available to attend evening and weekend community events and meetings

EDUCATION AND EXPERIENCE

Candidates should have a minimum of five years in community relations, public affairs or related field. Experience within transportation-related agency/organization is preferred. A minimum of a bachelor's degree is required.

PHYSICAL DEMANDS

The physical demands described here is representative of those an employee encounters while performing this job:

The position is regularly required to extensively make use of close vision to read correspondence and prepare reports and other appropriate communications. S/he must also able to be transient and hold a valid driver's license to attend community meetings and transport information to field offices and construction sites. As a part of the Public Affairs team, the position will also be required to assist in the physical set-up and preparation for special events and activities. Many meetings and events require evening and weekend attendance.

WORK ENVIRONMENT

The work environment described here is representative of those an employee encounters while performing this job:

The position typically works indoors in an air-conditioned office, with a mixture of natural, incandescent and florescent light. Typical noise levels are muted by acoustic ceilings, carpets, and sound-deadening wall panels. On occasion, the position is called upon to work outside of the office at a public meeting or event. Some of these occur indoors; while others occur outside.