



Job Title	Citizen Engagement Specialist, Senior	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	6	Job Code	18105

Class Specification –Citizen Engagement Specialist, Senior

Summary Statement:	
<p>The purpose of this position is to lead, coordinate, and participate in citizen engagement functions for City programs and operations. Function as a consultant to City Administration, enhancing citizens’ experience of City government by leveraging technology, driving process changes, implementing modern best practices, and improving efficiency. Focus on implementing a suite of citizen engagement initiatives to eventually include a modern 311 system, citizen-facing knowledge base, open data portal, dashboards, website, and social media enhancement. Speak Up! Citizen engagement portal, entrepreneurs’ hub, legislative management, public budget outreach, and citizen-facing “sandbox” program for testing new civic applications and methods of engagement.</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.
45%	Coordinate freelance programs; and plan, direct, and participate in a wide variety of special community projects, including municipal and strategic planning programs and City-sponsored events. Convene interdepartmental and external stakeholder groups to consult on or develop policy statements on the use of emerging technology or media for citizen engagement.
30%	Participate in the preparation and administration of assigned budget, submit budget recommendations, and monitor expenditures; and prepare analytical and statistical reports on operations and activities.
15%	Respond to public inquiries, provide requested information, and connect citizens with City information or resources.
10%	Public in-person outreach to cultivate support in the community for citizen engagement initiatives. May include attendance at community events and irregular hours.



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Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Advanced - Ability to read literature, books, reviews, 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.

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.

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.

Technical Skills Required:

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.

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.

Education: Bachelor’s degree from an accredited college or university with major coursework in communications, public administration, public relations, or a related field.

Experience: Five years of full-time responsible public relations to include project management experience.

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

Colorado Driver’s License	Upon hire
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Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.

Supervision Received:

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility: This job title has no budgetary responsibility.

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

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: September 2015