Job Classification Specification

Community Relations/Outreach Specialist 3

Position Summary

Responsible for handling a variety of assigned highly complex projects within Community Relations and Outreach in the Administrative job family. Applies expert level subject matter knowledge. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Decisions are guided by policies, procedures and business plan. Operates independently with guidance and oversight from manager by exception.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Develop and maintain working relationships with University Deans, Department Heads, and Directors and County Department Heads and Elected Officials for the purpose of understanding the top priorities of each as they relate to the overall mission of the University and the County, and developing further collaborations to support the mission and goals of each organization.

Work with leadership to identify issues of mutual interest such as economic development and workforce development, and manage processes to engage staff from both the County and the University in the design and execution of events.

Sponsor major symposia to provide forums for reporting out on program initiatives and to raise the visibility of the program.

Identify resources at the University and mutual opportunities, with leaders and program managers at the County to catalyze joint work as well as new and ongoing connections. Initiate connections that have potential for leading to ongoing and sustained partnerships around areas of mutual interest.

Design, implement, and maintain an online reporting system to measure the effectiveness of county-university collaborations. Oversee the ongoing use of the data collection tool and outreach to county and university faculty and staff to engage them in use of the tool.
Community Relations/Outreach Specialist 3 (cont’d)

Operational Role

Modifies practices and procedures to improve efficiency and quality; searches for better ways to effectively achieve end results by, for example, scheduling work steps, arranging/re-arranging the way work is generally performed, and adding or deleting elements of processes as necessary.

Scope of Measurable Impact

Actions tend to affect a department or critical project outcomes; performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, and resource allocation/effectiveness.

Independence and Decision-Making

Work is focused on and regulated by specific personal goals and milestones; generally can act based on own judgment as long as actions adhere to policy and operating procedures, and remain focused on objectives -- seeking assistance only when highly difficult issues arise or when confronted with problems of considerable material or political consequence.

Complexity and Problem Solving

Problems are frequently unique and unexpected. Resolution of issue needs expert level knowledge of discipline and the ability to push back on internal processes to determine the root cause of the issue. Issues are those that have campus or university wide impact.

Required Qualifications

Requires BA/BS with at least 10 years of experience; may lead a highly specialized/technical area. Often has developed a specialty area (or areas of expertise) in which he/she is recognized as particularly proficient.

Effective 11/02/2015