

Neighborhood Engagement Director

Alderwoman Julia Ramirez

12th Ward, City of Chicago

Description

Alderwoman-elect Julia Ramirez is seeking a dedicated Constituent Engagement Director to serve the residents of Chicago's 12th Ward. This individual will lead the neighborhood engagement initiatives that aim to provide high-quality services and opportunities for community involvement in government and ward processes. As the supervisor of community engagement staff and fellows, the Constituent Engagement Director will be responsible for overseeing the implementation and operation of constituent services, participatory planning initiatives, community engagement activities, and prompt response to calls and correspondence. Additionally, the selected candidate will serve as the primary liaison between the Alderwoman's office, the Alderwoman herself, and constituents. The ideal candidate must possess exceptional leadership skills, have an in-depth understanding of community engagement strategies, and be committed to providing excellent customer service.

Qualifications

- Bachelor's degree in a relevant field or at least five years of experience in community organizing, outreach, or constituent engagement.
- Demonstrated understanding of the 12th ward's diverse communities, including knowledge of the issues facing ethnic and immigrant populations.
- Ability to develop and maintain relationships with community members, organizations, and stakeholders in a culturally relevant and responsive manner.
- Experience managing and supervising staff, including the ability to provide mentorship and support to team members.
- Familiarity with the operations of municipal agencies, as well as knowledge of City Hall procedures and protocols.
- Knowledge and experience with developing and implementing participatory governance processes, including the ability to facilitate community meetings and conversations.
- Demonstrates interest in innovation in public engagement and new processes, methods, and procedures to inform the Ward's public input process.
- Commitment to ensuring that all members of the community are included in the participatory processes, especially those who are traditionally marginalized or underrepresented.
- Strong written and verbal communication skills, with the ability to communicate effectively with constituents from diverse backgrounds and experiences.
- Experience using social media platforms for community engagement desired.
- Fluency in oral and written Spanish and/or Chinese (Cantonese and/or Mandarin) preferred.
- Ability to work a flexible schedule, including nights and weekends, and to travel throughout the ward to meet with constituents and stakeholders.

Responsibilities

Neighborhood Engagement

- Work collaboratively with community partners and stakeholders to create and implement long-term and short-term plans that align with the Alderwoman's vision for neighborhood engagement and participatory processes.
- Remain aware of community and political issues relevant to the residents of the ward and track the progression of community initiatives and participatory processes in which the Alderwoman is involved.
- Develop and implement participatory governance processes that engage residents and stakeholders in decision-making and policy development. This includes developing and implementing innovative methods to engage and empower Ward residents in participatory governance, such as online platforms, community meetings, and outreach campaigns.
- Coordinate with city departments and external partners to incorporate participatory processes into municipal decision-making, leveraging best practices from other cities.
- Identify gaps in community services and recommend strategies and tactics to improve services to the community.
- Oversee implementation and supervision of constituent services, community engagement activities, response to calls and correspondence, zoning and development, and relationship with small businesses.
- Represent the Alderwoman in community meetings and spaces as necessary and act as the principal liaison between the Alderwoman's office, the Alderwoman, and constituents.
- Supervise casework assignments and oversee response to constituent requests, assessing casework and community concerns for problems requiring legislation or community mobilization.

Management and Administration

- Supervise Neighborhood Engagement staff, including one full-time Business and Development Manager, one part-time Constituent Services Coordinator, and one full-time Organizing Fellow.
- Train employees, plan, assign and direct work, run evaluation and feedback processes, address complaints, and resolve problems.
- Schedule meetings as necessary with government offices, service providers, and community organizations.
- Understand and implement the Chicago Municipal Code.
- Meet attendance requirements as established by the office.
- Perform other duties as assigned by the Alderwoman.

Working Conditions and Compensation

- This is a full time salary position (\$65,000) with excellent benefits
- Ideal start date: May 15, 2023
- Reports to the Chief of Staff
- Work is performed in an office environment
- Equal opportunity employer

To Apply email Alderwoman-elect Julia Ramirez your resume and cover letter at julia@ramirezfor12.com

Add title of position in subject line

Applications open until April 19th, 2023 at 11:59PM

