

# CUYAHOGA COUNTY BOARD OF ELECTIONS

## JOB POSTING

<b>Position Title:</b>	Manager – Community Outreach	<b>Pay Range:</b>	\$63,320 - \$72,818
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13
<b>Dept:</b>	Community Outreach		

### **Job Function**

To manage and enhance the Community Outreach Department as well as to inform, educate and, engage the citizens of Cuyahoga County and community partners within the county during each election cycle.

### **Distinguishing Characteristics**

This is a managerial classification, working under general direction of management, and under a framework of policies, procedures and regulations. Work in this classification is governed by broad instructions, objectives and policies and usually involves frequently changing conditions and problems. The incumbent ensures that the unit's activities are performed in a timely and efficient manner and according to requirements.

### **Essential Job Duties**

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Directs the daily outreach tasks and duties and implements outreach engagement in the county. Duties include ensuring adequate staffing levels, enforcing policies and procedures of the Cuyahoga County Board of Elections and state statutes, responds to requests for information from researchers, the media, and the general public including information on research and analysis, reviewing current election-related events, providing communication about events to partner groups, fostering partnerships with community organizations, providing the Director/Deputy Director with information on strategic public relations activities, working with other members of the management team and ensuring all communities within the county are aware of each election cycle and the statistics of the completed elections; maintains the Customer Service Desk with all documents, forms, and other voter information the public requires; works collaboratively as part of the management team on group projects; responsible for both programmatic and administrative tasks, including the tracking and resolving of complaints; enforces all policies and procedures mandated by the Cuyahoga County Board of Elections' policies and procedures
- Creates programs to enfranchise citizens of the county, providing election information. Duties include networking through media, the web, social media and Facebook, etc., delivering presentations to the community, issuing press releases, providing hands-on navigation of the website, creating and distribution handouts, building strategic partnerships with lay organizations and schools, and promoting the Community Outreach Voter Education Program.
- Develops creative and effective methods of communication with public and private groups in the county and delivers an effective outreach message for each election cycle, including hands-on initiative such as attending community meetings and functions, providing handouts and other information to assist voters, developing and maintaining a countywide calendar for purposes of public education and outreach; providing sample voting materials, providing visually appealing informational flyers and obtaining and utilizing feedback from partners; advises and consults the Director and Deputy Director regarding strategic public relations activities that foster a positive public image of the election process.

- Supervises, coaching and mentoring department staff; plans, coordinates, assigns and reviews work of individuals and the team; evaluates training needs and provides instruction; schedules staff vacations and approves sick leave; recommends discipline, disciplinary actions, discharge and salary increases; prepares timesheets; interviews candidates; conducts employee performance evaluations; establishes and promotes employee morale; ensures that staff is responsive to public requests in a timely and accurate manner; maintains confidentiality and business integrity; manages and evaluates staff in accordance with the standards established by the Cuyahoga County Board of Elections
- Provides services cognizant of the diversity of the County's population by ensuring diversity is represented in outreach staffing levels
- Provides education and programs that promote new community partners in the county by networking and engaging with county agencies, building strategic alliances with outside private and public agencies, providing a total voter engagement package of materials for each election, and assisting with any materials or information groups/organizations may benefit from to assist them in voter engagement activities
- Promotes the mission and strategic goals of the Board of Elections for each election cycle through interactions with members of the media, members of the general public and representatives of outside agencies and organizations
- Performs all other duties assigned, delegated, or required of the Community Outreach Manager, including those prescribed by law

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Completion of a Bachelor's Degree in Public Administration, Political Science, Journalism or another area related to role and a minimum of 5 years community services or public administration experience; or an equivalent combination of education, training and experience.

### **Additional Requirements**

Must be a registered voter. No licenses or certifications required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to recommend the discipline of employees.
- Ability to prepare employee performance evaluations.

## **Mathematical Ability**

- Ability to comprehend and create routine statistics such as percentage changes, graphs and computing trends, as well as performing routine mathematical operations such as multiplication, division, decimals and percentages.

## **Language Ability & Interpersonal Communication**

- Ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves determining the necessity for revising goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of informational documents including billing invoices, time sheets, diagnostic reports, feedback statistics, attendance records, management reports, directives and advisories, media plans, elections and post-elections profiles, statutes and regulations, and policies and procedures.
- Ability to prepare a variety of documents including performance evaluations, billing invoices, election administration and security plans, weekly staff reports and action item reports, as well as a variety of correspondence.
- Ability to utilize software for the purposes of word processing as well as data entry, creating presentations, designing and formatting spreadsheets, and developing and maintaining website information.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to communicate effectively, and develop and maintain effective working relationships with a variety of individuals within and outside the Department including Board members, elected officials and staff, members of the media, political strategists, activists, civic leaders, superiors, other managers, subordinate staff, county agencies and members of the general public.

## **Environmental Adaptability**

- Work is typically performed in an office or similar environment.

## **How to Apply**

To apply online, go to our website at [www.443vote.com](http://www.443vote.com) and click the “Employment” tab.

*Cuyahoga County Board of Elections is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Board of Elections will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*