

**POSITION ANNOUNCEMENT FOR
ACCESS AND OUTREACH MANAGER (APPOINTED)**

City of Minneapolis
Neighborhood and Community Relations Department
Open May 24, 2013 through June 7, 2013

Salary Range: \$76,345 - \$84,382 (starting salary commensurate with experience), plus a competitive benefits package.

About the Position

The Access and Outreach Manager leads a team of up to 6 professional staff and will actively participate in their selection, training, work direction and supervision. The team will serve as a key communications link between elected officials, city leadership and staff, neighborhood and community organizations within the city of Minneapolis. The team will focus on building outreach and meaningful connections to underrepresented communities where language, cultural norms, and/or disabilities, as well as knowledge of government affect communication and access. The Access and Outreach Manager will serve as the coordinator for the City's ADA and Limited English Proficiency (LEP) plans.

Primary Roles and Responsibilities

- Lead a working team that will serve as facilitators and communicators and who will support citizen engagement in problem solving and decision making in matters of importance to their assigned local communities.
- Develop and maintain relationships with the Neighborhood and Community Engagement Commission (NCEC), the City Council, Department Leaders and City staff, neighborhood and community organizations, various city advisory committees, foundations and others.
- Administer Department operating rules and procedures to ensure effective government access for communities and consistency in communications from City Government to community leaders and citizen groups.
- Listen to community input and communicates to city leaders the visions and goals of the communities as accurately as possible.
- Work to gain a clear understanding of the vision of city elected officials and communicates that vision when in discussions with community groups; and ensures that they know how to effectively operate in their roles.
- Develop lines of communication within City Departments and convey feedback from the communities regarding performance of city services, unmet community service needs, and ideas for improving relationships.
- Support community involvement efforts by staffing meetings with informed professionals who can provide assistance in delivering the community's message to others within City government;
- Develop and provide training programs for City Staff, Elected Officials, and Neighborhoods to inform them of intercultural communications norms, in order to improve communications with communities, improve service delivery, and inform decisions.
- Develop and provide training directed toward communities that serve to improve knowledge of the workings of government in order to improve communication and facilitate access.
- Serve as the City's ADA and Limited English Proficiency (LEP) Coordinator.

- Work with appropriate City departments to ensure LEP plans are sufficient and guiding department practices.
- Ensure appropriate staffing of related advisory committees.
- Facilitate the expenditure of city funds in community investments.
- Provide information about available programs and encourage communities to prepare competitive requests for available resources.
- Provides regular reports on the status of projects and ensures that City officials are informed on a timely basis.
- Assist with testimony on behalf of the City of Minneapolis at State or Federal Legislative hearings;
- May work with non-profit, and private benefactors, and adjacent jurisdictions on grants and other matters affecting communities.

Required Knowledge and Experience

Candidates applying for this position are required to have a Bachelor's Degree in Urban Studies, Planning, Business Administration or a related field, and three (3) or more years of related experience, which includes at least one year of project management experience.

An equivalent combination of education and highly related experience in a similar environment may be considered.

Ideal Background and Qualifications

A successful candidate should have:

- A proven track record in building public-private partnerships and collaborative initiatives.
- Be articulate and passionate about issues pertaining to citizen engagement, accessibility and equal opportunity.
- Preferred but not required to be fluent in one or more languages spoken by the City's immigrant and refugee populations (such as Hmong, Spanish, Somali, Lao, Oromo, Vietnamese) or American Sign Language.
- Strong community engagement skills and a proven track record in building strong community relations.
- An ability to support clearly defined links between the City, City services and community organizations is essential.
- Develop consensus and enhance teamwork; exhibit political confidence and savvy on many levels; and exhibit strong written and oral communications skills.

Desirable Qualifications

Exercise critical, independent, and reliable judgment; Make timely and quality decisions; Work collaboratively; Take initiative and be self-directed and effectively lead a staff team.

Resumes Accepted

Friday, May 24, 2013 through Friday, June 7, 2013.

You must email your cover letter and resume to janis.lajon@minneapolismn.gov by Friday, June 7, 2013. Please use the subject line: "ACCESS AND OUTREACH MANAGER". For questions, call Janis Lajon at 612.673.3751.

Background Check

The City has determined that a criminal background check may be necessary for certain positions with this job title. Applicants must sign an informed consent allowing the City to obtain their criminal history information in connection with the position sought. Applicants who do not sign the informed consent will not be further considered for the position.

Drug and Alcohol Testing

All job applicants must pass a pre-employment drug and alcohol test once a conditional offer of employment has been made. Applicants will be required to sign a notification and consent form prior to undergoing drug and alcohol testing. Applicants who do not consent to undergo drug and alcohol testing will not be required to do so and the City will withdraw the conditional job offer, resulting in the job applicant no longer being considered for the position.

The City of Minneapolis is an Affirmative/Equal Opportunity Employer.

To learn more about the Minneapolis Neighborhood and Community Relations Department, please visit <http://www.ci.minneapolis.mn.us/ncr/index.htm>

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