
Outreach and Engagement Manager Roles & Responsibilities

Summary of Position

This is a full-time position dedicated to managing outreach and engagement activities related to disaster recovery efforts across the state of California. The Community Outreach Manager will lead on developing and executing statewide outreach plans targeting low- to moderate-income homeowners and vulnerable populations, disseminating outreach and other marketing materials (including radio and print advertisements, social media stories, press releases, community presentations, etc.), and engaging local officials and community organizations to identify homeowners with unmet disaster recovery needs related to recent California wildfires, high winds, and mudslides/debris flows. The position requires strong working knowledge of project management, outreach methodologies, metrics and evaluation tools, and creative engagement strategies. The work environment will be a mix of day-to-day remote work and in-person outreach activities. The position requires that the candidate be licensed to drive an automobile (class C), have a good driving record, and be available for travel to multiple outreach events contingent on various outreach project phases.

Critical Responsibilities

- Client Work
 - Understand state of California CDBG-DR program requirements and other key objectives
 - Understand program processes from start to finish and communicate these processes clearly to clients, community partners, local officials, homeowners, and other stakeholders
 - Assist in developing policies, programs, practices, and tools to support client goals and facilitate stakeholder engagement
 - Develop key performance indicators and metrics to frame and track outreach and engagement efforts and consistently and accurately maintain outreach and engagement notes and records
 - Design and disseminate marketing materials related to disaster recovery, including advertisements, presentations, brochures, social media posts, press releases, and summary reports
 - Coordinate and facilitate meetings and workshops related to disaster recovery efforts
 - Present findings and recommendations to clients and their stakeholders and engage them to understand their response and assess resulting opportunities and challenges
 - Maintain ongoing communications with internal team members, clients, and external stakeholders as appropriate to fulfill contractual obligations within budget and schedule constraints
- Team Participation
 - Develop and maintain strong project- and task-management procedures to ensure high-quality and timely execution of all internal and external duties
 - Perform administrative duties as required to fulfill project and firm operations, including daily timesheet entry

- Attend regular team meetings as required
- Ability to remain calm and effective while working under pressure to meet multiple deadlines and short time constraints
- Handle sensitive information in a professional and confidential manner
- Work cooperatively with staff from other teams and organizations

Critical Competencies (Knowledge, Skills & Abilities)

- General
 - Prior professional work experience in direct stakeholder outreach and engagement with leadership roles in outreach plan design, implementation, budget oversight, and closeout, as well as managing multiple staff
 - High degree of skill in client relationship management, coalition building, and customer service. Ability to effectively manage a large-scale and fast-moving project with limited supervision
 - Experience with one-on-one and small group engagement, community networking, survey design and evaluation, large-scale stakeholder event planning and implementation, social media, and digital engagement tools
 - Commitment to further deepening the ways in which we center equity within our firm and in our work with our clients and partners, including advocating for and having experience in designing and executing equity-focused engagement work
 - Excellent ability to communicate program-related policies to diverse public and private organizations and individuals
 - Clear, concise, comprehensive, and effective report writing as well as client and stakeholder communications (e.g., memos, press releases, program summary materials)
 - General technology applications and specific applications including Microsoft Outlook, Teams and/or Zoom, Word, Excel, and PowerPoint applications
- Knowledge of the following is a plus:
 - Federal or state community development block grant (CDBG) and disaster recovery programs
 - Marketing and communications writing and design
 - Video production
 - Facility in a language other than English (e.g., Spanish, Chinese, Tagalog, Vietnamese, etc.)

Key Relationships

- Reports to Director of Programs
- Manages Outreach Associate staff

Other Information

- FLSA status: Exempt
 - Job: Senior Associate I-II
 - Travel: The person in this position will be expected to be available for occasional daytime travel of 25% of work time. Travel time will be paid and mileage/travel expenses reimbursed.
-

-
- **Physical Requirements:** While performing the duties of this position, the employee is regularly required to sit, use hands, use a laptop computer, and communicate in person, via telephone, and in video meetings, as well as drive to and from outreach events, pick up and display outreach materials, and set up and disassemble outreach table, shade tent, and chairs. Reasonable accommodation may be made to enable individuals with physical disabilities to perform the essential functions.

Compensation and Benefits

- Annual salary between \$100,000-\$116,500 depending on qualifications.
- Participation in the firm's medical, dental, vision, long-term disability, and life insurance plans with firm contributions of up to \$500 per month.
- Participation in the firm's 401(k) plan, with firm contributions of 3% of your compensation per plan year (subject to vesting requirements).
- Reimbursement of up to \$100 per month for phone and home office internet costs.
- 11 paid holidays per year.
- Pursuant to the company's paid time off (PTO) policy, the incumbent is eligible to participate in the unlimited PTO policy (qualifications apply).

Application Process

Submit the following materials to careers@lesarsupport.co.

1. Cover letter indicating:
 - Interest in the position
 - Relevant skills and experience
 - Available start date
2. Resume
3. 2-3 professional or academic references

LeSar Support Services is an equal opportunity employer. Employment decisions are based on needs, job requirements, and individual qualifications without regard to race, ethnicity, religious belief, national origin, gender identity and/or expression, age, disability status, medical history, sexual orientation, marital or family status, past or present military service, or any other status protected by the laws or regulations in the State of California. LeSar Support Services is also committed to affirmative action in the hiring of staff and encourages employment applications from people who are representative of the culturally and ethnically diverse communities that we serve.