

**CITY OF KETCHUM
JOB DESCRIPTION**

JOB TITLE: Community Engagement Manager

DATE LAST REVISED: 8/7/2023

DEPARTMENT: Administration

JOB SUMMARY

Performs a variety of routine and complex administrative, technical, and professional duties pertaining to public outreach and community services.

DUTIES AND RESPONSIBILITIES

Essential

- Oversee and manage the overall customer service experience of the Ketchum community including special and city events, and front desk services
- Preparation of news releases, advertisements, public information bulletins, and related documents
- Produces and manages the City's social media outreach and content
- Coordinates and assists with public outreach related to special projects, research, events and programs requiring knowledge of the community and City services
- Responds to emergencies, newsworthy events, and media inquiries
- Represents the Mayor and City departments at community events, meetings, and other engagements
- Produces literature, promotional materials, technical publications, and directories
- Resolves problems, evaluates procedures and makes recommendations on public outreach issues
- Prepares reports and makes presentations
- May serve as a liaison on issues with the community and City
- May serve as the City representative and staff support to City boards and commissions
- Prepares a variety of studies, reports, analysis, and other support for decision making purposes
- Assists in the City's public engagement strategies including community outreach efforts, community visioning events, and other methods of public participation informational materials to engage the Ketchum community and broader public on key policy issues
- Performs special projects for the Mayor and City Administration staff
- Interacts with the public in a variety of settings in a constructive, positive manner
- Performs a variety of duties as assigned

QUALIFICATIONS

Essential

- Bachelor's degree in Communications, Journalism, Public Administration, Public Relations, or closely related field. Experience offering specific and substantial preparation for the duties of the position may be substituted for the required education on a year for year basis
- Two years of experience working in public affairs or public information
- Knowledge of digital communications platforms

- Proficient in Adobe InDesign, Canva or other graphic design tool
- Ability to deal tactfully and effectively with the public
- Ability to comprehend written technical material relating to City operations
- Ability to effectively communicate orally and in writing
- Ability to work irregular hours, evenings, weekends, and holidays as needed
- Success in managing a wide array of tasks and projects and an ability to thrive in a fast-paced work environment
- Ability to analyze and recommend procedures with strategic foresight.
- Sitting with intermittent moving in an office environment, reaching, lifting of office supplies (binders, etc.), talking and hearing (in person and by telephone), memorizing and seeing (documents, etc.)
- Manual dexterity to perform office functions (typing, filing, collating, operating office machines, 10-key, etc.)
- Physically able to perform duties listed above (i.e. bending, stooping, reaching, pushing, pulling, walking, standing, kneeling, crawling, lifting (up to 40 lbs.), grasping, seeing, communicating, planning of activities, supervising, etc.)
- Ability to make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures
- Excellent organization and planning skills
- Proficiency in using Windows, Word, Excel, Power Point, and other office software products
- Good math skills (adding, subtracting, multiplying, etc.)

MACHINES OPERATED

- Office machines (telephone, fax machine, copy machines, keyboard, etc.)
- Audio and visual equipment