

211info Position Summary

TITLE Community Engagement Coordinator— Polk, Yamhill & Marion Counties	REPORTS TO Director of Outreach
STATUS Exempt X Non-Exempt	HOURS PER WEEK: 40

MISSION: Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

CORE FUNCTION: Build relationships with nonprofits, government agencies and other organizations in Jackson and Josephine counties. Represent 211info at meetings and conduct presentations. Provide agency and community feedback to 211info.

CORE ACCOUNTABILITIES:	
40%	Presentations: Attend meetings and deliver presentations to inform partners and clients of agency value and build partnerships. Coordinate ongoing outreach and training to top service providers and stakeholders in each assigned county.
40%	Collect resource information: Communicate with Resource Team to ensure that database is current, accurate and complete.
20%	Partnership development: Identify and cultivate new stakeholders; create and implement strategies to initiate contacts and build relationships. Communicate with stakeholders in region to ensure customer satisfaction.

CORE COMPETENCIES:

- Forward Thinking:** Anticipate opportunities, explore options and engage in creative problem-solving to expand business opportunities. Position 211info as an innovative market leader in its information & referral and specialty programs capabilities.
- Critical Thinking:** Identify improvements and efficiencies in service delivery and expansion.
- Planning and Organizing:** Organize work effectively to reflect 211info's priorities and ensure timely execution.
- Flexibility:** Provide leadership in adapting to change.
- Cultural Competency:** Work effectively with diverse staff and partners.
- Promote Shared Values:** Build support for 211info values and represent the agency positively in public.
- Results Orientation:** Achieve high levels of personal and organizational performance.
- Develop Others:** Provide guidance and feedback to improve others' performance and capability.
- Communication:** Effectively convey information through listening, writing, public speaking and group facilitation.

QUALIFICATIONS:

- Commitment to 211info's mission, vision, values, culture and history.
- Strong network of contacts with service providers in Jackson and Josephine counties.
- Excellent public speaking skills, including use of presentation tools.
- Proven ability to work independently.
- Ability to travel around region; access to a reliable car is required.
- Ability to interact effectively with diverse clients and stakeholders.
- Ability to speak Spanish is a plus.

AGREEMENT: Upon acceptance of employment, employee and supervisor's signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any

time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee.

Employee (print name):

Employee signature:

Date:

Supervisor:

Date:

EQUAL EMPLOYMENT: 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.