



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

COMMUNITY RELATIONS PROGRAM MANAGER

Group-Section: External Affairs	FLSA Status: Exempt Bargaining Unit: ACE	Salary Grade: 66 Job Code #: PMA02
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JOB SUMMARY

Plan, direct, manage and oversee activities and operations in cooperation with Water System Operations and Corporate Resources with member agency, local government and community communications related to Metropolitan's real estate and property management, facilities and system improvement, maintenance and shutdown project teams. Expert tactical, diplomacy and negotiation skills are needed to develop mutually agreeable measures that clarify responsibility for actions of Metropolitan and its contractors, local government and residents on capital improvement projects: WSO and Engineering rely on guidance and direction in the development of mitigation measures that allow projects to move forward. These activities contribute to the success of land use programs and capital projects by saving Metropolitan the costs of delays or legal action.

A program may be an ongoing endeavor, strategic actions of limited duration within an ongoing program or may comprise multiple large projects, which constitute or support a major goal or operation of the District. A program typically involves external agencies and matrix management of multiple staff. Programs may also involve a single major effort of a comprehensive nature.

OVERSIGHT

Receives direction from the Section Manager. May exercise technical and/or functional direction over assigned staff.

JOB DUTIES

1. Prepares and distributes written communications by mail and, or door – to – door regarding project work schedules, impacts and mitigation measures.
2. Organizes and conducts briefings with project staff for MWD executive management, media staff on strategies for communicating with, residents, local government and legislative officials and their staff and member agencies.
3. Coordinates the development of responses to requests for information or other assistance from the public, local government and legislative officials and their staff, business owners and member agencies.
4. Participates with, or in place of the Customer Service Unit Manager in the monthly MWD Property Review Council to evaluate requests for use of MWD land by private and public organizations.
5. Monitors the progress of various projects by visiting the work sites and attending project staff meetings. Provides updates to the Customer Service Unit Manager for further direction.

6. Develops recommendations for project staff and executive management on resolving complaints regarding noise, traffic and visual impacts of various projects and participates in negotiations.
7. Assists risk management and legal by providing background information on potential claims for damages by affected parties.
8. Provides guidance to project teams on: (1) how to prepare project information for review by local permitting authority and (2) how to handle hostile or irate parties.
9. Directs the participation of Customer Service Unit or other staff needed to conduct project outreach.
10. Organizes and conducts contacts with residents requiring relocation assistance during project work.
11. Compiles weekly Customer Service Unit activity reports for manager's approval and submits to Section Manager.
12. Screens and monitors work assigned to the Customer Service Unit staff in the absence of manager. Attends internal and external meetings in the absence of the Customer Service Unit Manager.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which four years must have been in a supervisory, project management, or lead position; or an advanced degree (i.e., master's or doctorate) from an accredited college or university and eight years of increasingly responsible relevant experience, of which four years must have been in a supervisory, project management, or lead position.

Required Knowledge of: Current business/organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting practices and procedures; management/supervisory concepts and techniques; team building; budgetary concepts and procedures; relevant federal, state and local laws; project management; trends and emerging technologies in business continuity management processes.

Required Skills and Abilities to: Effectively manage complex, deadline-oriented requests in a timely manner; organize and review the work of staff; develop and maintain effective communications; interpret policies and procedures; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; exercise judgment and discretion; identify appropriate content requirements and customer needs; communicate orally and in writing on administrative and technical topics; establish and maintain collaborative working relationships with all levels within the organization, member agencies, special interest groups and the public; use business applications such as word processing and spreadsheets; prepare presentations for executive management and Board of Directors.

Certificates, Licenses and Registrations Requirements:

- Valid California Class C Driver License that allows you to drive in the course of your employment.

Desirable Qualifications

Knowledge of District history, mission, issues, programs, projects and people; knowledge of Southern California water agencies including Metropolitan's member agencies; well-established contacts and working relationships with reporters and editors of news media organizations in California.

PHYSICAL DEMANDS/WORK ENVIRONMENT/VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

Vision Requirements: No special vision requirements.

This classification performs work that requires maintaining confidentiality and is routinely privy to matters that either involves confidential information, sensitive personnel issues, or exposure to confidential and sensitive strategic corporate information.