



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## COMMUNITY RELATIONS TEAM MANAGER

<b>Group-Section:</b> External Affairs Group - Member Services and Public Outreach Section	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 063 <b>Job #:</b> TM079
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### JOB SUMMARY

The Community Relations Team Manager is responsible for managing the communications outreach team supporting Metropolitan's initiatives for in-region new and existing water infrastructure projects. Working in cooperation with Engineering Services, Water System Operations, Real Property and Environmental Planning, the team will plan and conduct external outreach to educate diverse stakeholders on Metropolitan's major construction projects. The team will position major projects with stakeholders, helping gain support of projects, managing expectations, and developing trusted relationships. Community Relations is focused on working with residents, businesses and communities in the vicinity of Metropolitan's existing system and proposed infrastructure. This includes the planning, development and construction of new infrastructure, and repair, maintenance and rehabilitation of existing infrastructure. It also includes helping to resolve maintenance, encroachment and permitting issues. The team will provide outreach support for other programs, projects and initiatives as assigned.

### OVERSIGHT

**Supervision Received:** Receives direction from the Section and/or Group Manager.

**Supervision Given:** Manages and supervises a staff of professionals and paraprofessionals.

### JOB DUTIES

#### Common job duties for team managers:

1. Supervises staff including selection, assignment and monitoring of work, coaching, counseling, mentoring, and performance assessment; determines priorities and aligns work load; reviews work for thoroughness, adherence to applicable standards, constructability, and accuracy; assesses employees' competencies and develops training plans; trains subordinates in applicable techniques and methodologies; and ensures staff compliance with applicable health and safety standards and requirements.
2. Provides general administration of the team including establishing and tracking organizational goals and objectives; analyzes organizational activities and prepares reports; develops and monitors the budget; evaluates resource needs and prepares staffing and consulting requests; creates procedures; provides input regarding policy and procedures; reviews and approves time, reimbursement requests, and purchases.
3. Leads staff in development of organizational vision, strategies, goals, and objectives for customer support and service; plans, develops, and approves schedules, priorities, and standards for achieving organizational goals; and reviews and reports on status of all organizational activities.
4. Works collaboratively with Metropolitan's staff and managers. Engages with project managers to ensure project objectives are at par with and serve to protect Metropolitan's properties and interests.

5. Meets with key customers to work on projects and initiatives and supports applicable customer satisfaction feedback mechanisms.
6. Performs other related duties as required.

**Duties specific to this position:**

1. Manages the team's activities to plan, conduct and assess communication outreach for new and existing in-region water infrastructure projects. Works collaboratively with executive and senior management, project managers and technical staff across Metropolitan to deliver effective outreach and communication strategies for major projects in phases ranging from feasibility, environmental planning, design, and construction to operations and maintenance. Supports other projects, programs and initiatives as assigned.
2. Maintains a broad knowledge of diverse stakeholder organizations, including environmental, community-based, and environmental and social justice. Builds relationships through focused outreach, engagement, and effective communication. Enhances Metropolitan's understanding of community perspectives and issues related to water reliability, water quality, and water infrastructure in project areas and under-served communities. Integrates this knowledge with the District's other community relations activities and programs.
3. Conducts on-going external community and stakeholder impact assessments to identify potential risks and concerns, develop and implement targeted communication and mitigation strategies.
4. Manages targeted community outreach for in-region water infrastructure, such as noticing, events, public meetings, workshops, and tours of the Regional Recycled Water Program Advanced Purification Center. Ensures the communications and logistics meet the needs of the stakeholders. Leverages internal and external contacts to coordinate Metropolitan presence at relevant outreach events. Manages staffing and resource needs for outreach activities. Ensures effectiveness of both in-person and online outreach.
5. Measures and assesses effectiveness of communication outreach activities; stays abreast of trends and best practices for outreach and stakeholder engagement; makes recommendations to improve outcomes.
6. Manages communications outreach budget approved for projects, programs, and initiatives. Monitors and reports implementation status, risks, and issues.
7. Manages professional services and consultants; prepares scope of work and evaluation criteria in Requests for Proposal or Qualifications; evaluates and selects consultants for professional services; prepares and negotiates agreements with consultants; administers and tracks consultant performance; and audits work for compliance and approves contracted work.

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8. Represents Metropolitan before public agencies, non-governmental organizations, community-based organizations, special interest groups, and the public; solicits and evaluates input and presents Metropolitan's position; makes presentations to the Board of Directors and committees, member agencies, and internal and external project stakeholders.
9. Performs other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university with a major in environmental science, engineering, urban planning, geography, political science or a related field and eight years of progressively responsible experience related to public outreach or stakeholder engagement, of which two 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 with a major in environmental science, engineering, urban planning, geography, political science or a related field and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

**Required Knowledge common for team managers:** Management and supervisory methods and techniques; principles of organizational and strategic planning; team building; personnel and general disciplinary policies and practices; relevant federal, state, and local laws; principles of budgeting, cost monitoring, and accounting; project management including planning, scheduling, and costing; report writing; performance measurement tools and metrics; policies and procedures related to procurement, contract administration, and other business activities; Metropolitan organizations; and Metropolitan facilities and operations.

**Required Knowledge specific to this position:** Principles of public outreach and stakeholder engagement; communication trends, strategies, tools, best practices, and assessment methodologies; environmental planning process; environmental criteria for under-served or disadvantaged communities; advanced water purification technologies, and potable reuse regulations.

**Required Skills and Abilities common for team managers:** Lead a diverse work force; resolve organizational and resource problems; perform financial analysis; plan, organize, and evaluate the work of subordinates and/or project team members; mentor, develop, and motivate staff; determine training needs of staff; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups, and the public; use business and project management applications and methodologies; communicate orally and in writing on administrative and technical topics; negotiate and build consensus; exercise judgment and discretion; devise long-term planning strategies; prepare reports and presentations for all levels of management; interpret and analyze results; interpret policies, rules, and regulations relative to the Section and Group; represent Metropolitan on various business transactions as needed; negotiate project or contract changes; encourage and facilitate cooperation; gain consensus from different units within the organization; represent Metropolitan to public agencies, regulatory bodies, special interest groups, and members of the public; resolve conflict regarding budgeting, scheduling, funding, and procurement requirements.

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**Required Skills and Abilities specific to this position:** Effectively manage complex, deadline-oriented requests in a timely manner; communicate complex engineering and technology subject matter to the general public and staff at all levels within the organization; establish communication outreach goals and objectives; have strong interpersonal and management skills and excellent communication skills; able to work in a fast-paced highly technical environment; develop and maintain effective written and oral communications using a variety of strategies and tools; establish and maintain collaborative working relationships with member agencies, special interest groups and the public; deliver presentations for executive management, Board of Directors, and internal and external project stakeholders.

## **CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS**

### **Certificates**

- None

### **Licenses**

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

### **Registrations**

- None

## **DESIRABLE QUALIFICATIONS**

Knowledge of Metropolitan's infrastructure, capital investment plan and proposed full-scale Regional Recycled Water Program

## **PHYSICAL DEMANDS, WORK ENVIRONMENT, AND 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. May travel to various sites requiring overnight stay.

**Vision Requirements:** No special vision requirements