
POSITION DESCRIPTION

- Position Title:** Community Engagement Manager
- Classification:** Regular, Full Time, Exempt
- Reports To:** Operations Director
- Salary Range:** \$62,000 - \$65,000 (annual) with benefits
- Pay Structure:** Monthly on the last day of each month

Benefits: The Partnership for Children of Johnston County offers a robust benefits package, including 401k, medical, vision and dental insurance, life insurance, FSA, paid annual vacation, holidays, and sick/personal leave, as well as an annual retention bonus. The Partnership also offers a stipend to those who provide their own health insurance. The Partnership strives to be a family-friendly employer, offering paid parental leave for the birth or adoption of a child, a baby-friendly office, and flexible hours.

Position Overview:

The Community Engagement Manager is a mission-critical role, acting as lead strategist for public relations, marketing, fund development, and local systems building. Additionally, the Community Engagement Manager must have the ability to lead and coach a team of specialized professionals. Work involves relationship building, engagement, and collaboration at the community level to ensure children benefit from high-quality services and learning experiences.

Responsibilities:

Public Relations, Outreach, and Marketing

- Plan, develop, and implement community engagement strategies to include media engagement, community presentations, outreach events, and educational opportunities.
- Develop and maintain relationships with community partners, business leaders, and local officials.
- Develop communication and branding guidelines to ensure consistency and a positive image.
- Develop and implement marketing strategies specifically designed to reach the target population for our services to include digital marketing.
- Provide staff support to the Community Awareness and Resource Development Committee.
- Engage and recruit volunteers.

Fund Development

- Plan, develop, and implement fund development strategies to include philanthropy subscriptions, fundraising events, donor receptions, solicitation, and donor cultivation, particularly major donor engagement.
- Manage a portfolio of past/current donors and prospects.
- Manage technology processes to support donor relationships, including donor management software, applications, and databases.

Local Systems Building

- Facilitate community connections to coordinate and leverage services designed to meet the needs of young children.
- Provide opportunities to support ongoing communication between local policy makers, service providers, community leaders, early childhood educators, and families to create strong feedback loops
- Coordinate and support local community early childhood councils, coalitions, and collaborations.
- Oversight for engaging local leaders to understand how to shift and realign county level early childhood systems to increase resources that improve access to opportunities for young children and families in marginalized communities with significant racial, ethnic, economic, health, and education disparities.
- Organize and lead advocacy activities.

Program Management

- Administer grant activities to meet objectives as defined by contract activity descriptions and logic models as applicable.
- Develop and maintain written programmatic processes and procedures.
- Ensure program maintains records of compliance with program standards and guidelines.
- Ensure program meets all data collection and reporting requirements
- Use data to assess service delivery and prepare activity reports to measure quality of services and validate progress on meeting programmatic deliverables.

Supervisory Responsibilities:

Provide oversight and direction to build and sustain a highly-effective Community Engagement team responsible for fund development, outreach, awareness, advocacy and building successful community collaborations.

- Primary duties include orientation and training of staff; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; approving time records; resolving complaints; recommending opportunities for continued growth and development; rewarding performance; setting goals and objectives; and creating a supportive working relationship.
- Responsible for the recruitment, and hiring of Community Engagement staff in collaboration with the Operations Director and Executive Director. Interviews, selects, hires, promotes, demotes, transfers, and recommends termination of employment to the Executive Director.

Education and Experience:

Individual should have experience and demonstrated competencies in community systems building, volunteer recruitment and fundraising. Individual should also have knowledge Diversity, Equity, and Inclusion and issues that relate to human services on a systems level or willingness to learn.

Bachelor's Degree in Communication, Education, Human Services or related field. A minimum of three years of relevant experience, with demonstrated history of leadership. A combination of education and experience may be considered.

Knowledge, Mindsets and Abilities:

Effective team members should:

- Have a strong commitment to improving the lives of Johnston County's young children and their families;
- Have a strong desire to build relationships and engage with community members by working out in the community.
- Know how to locate community resources and access services for child care providers and families;
- Be able to establish and maintain effective working relationships with individuals from diverse backgrounds, including families, volunteers, supervisors, colleagues, private providers, and community agency personnel;
- Create and promote a customer-friendly atmosphere, which is culturally responsive, professional and strengths-based;
- Ability to learn and consistently follow rules, policies, and procedures, and to maintain a record-keeping system;
- Strong respect for the confidentiality of clients;
- Ability to maintain clear professional boundaries with both clients and coworkers;
- Must possess the visual acuity to prepare and analyze data and figures, perform accounting duties, operate a computer terminal, and do extensive reading.
- Dependable transportation is a requirement of employment. Employees are reimbursed for mileage incurred while using their own car to carry out work duties, consistent with federal IRS rates and Smart Start Cost Principles.
- Knowledge of Johnston County preferred;
- Must be willing and available to work nights and weekends;
- Written and oral fluency in English is required;
- Bilingual (Spanish/English) is preferred (but not required);
- Must be able to lift up to 25 pounds frequently; and
- Must be able to pass a criminal background check.

Effective managers should:

- have demonstrated ability to coordinate projects, prepare correspondence, produce written reports and proposals, make public presentations and facilitate planning meetings.
- be able to identify and prioritize problems/issues and use effective approaches, in collaboration with PFCJC Leadership, for choosing a course of action and develop appropriate solutions. (considering facts, constraints, intended and unintended consequences, and timeline)
- have a high attention to detail and good follow-up skills, a high degree of initiative, be proactive and solution focused, and show good independent judgment.
- have a strong commitment to improving the lives of young children and their families and ensure that the best interests of all children and families are considered.
- Be action-oriented. Anticipate challenges and take initiative to solve problems proactively, cultivating the same problem-solving spirit in their direct reports;
- Adapt existing ideas, be flexible in amending plans, and turn ideas into action. Offer new solutions or changes that can improve processes, create efficiency, benefit the team, and improve overall performance; and
- Strive to resolve conflict through open and respectful communication.

Other duties as assigned by Operations Director or Executive Director.

Work Location

The Partnership for Children of Johnston County is open to the public Monday – Thursday 8:30am-5pm. The Partnership is a primarily on-site work environment, however some positions do require regular off-site work locations.

Flexible Schedules

Full time employees generally work a 36 hour work week. Flexible schedules are available for some positions with prior approval of supervisor and Executive Director. Our office location is closed to the public on Fridays, however staff may choose to work on Fridays. This position is eligible for remote work on Fridays, as appropriate. Occasionally, mandatory staff development sessions or trainings may be held on Fridays, with advance notice.

EEO

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

ADA

We will make reasonable accommodations for employees in accordance with the Americans with Disabilities Act upon request (ADA).

How to Apply: Please follow the instructions on the Partnership's [Indeed page](#)