



JOB DESCRIPTION

Position Title:	Community Affairs Manager	Department:	External Affairs & Communications
FLSA Status:	Non-exempt	Supervises:	N/A
Reports To:	Chief Communications and External Affairs Officer	Incumbent:	

JOB SUMMARY: Serves as TARTA's liaison to the public, community groups, partner organizations, local elected officials, and private entities; communicates the benefits of public transit initiatives and directives; and keeps the community informed of TARTA's transit services, systems, programs, and projects.

Duties & Responsibilities:

- Plans and implements publicity efforts, strategies, and outreach programs to promote local support for participation in TARTA services and projects.
- Plans, coordinates, negotiates, and facilitates community meetings, and special events to promote TARTA's projects, programs, initiatives, and milestones.
- Represents TARTA before public officials; private entities; professional, civic, and governmental groups; career fairs; community and special events; and task forces.
- Organizes and conducts site visits and tours of TARTA's facilities.
- Supports partner agencies by coordinating Hub of Hope events
- Performs administrative duties, such as coordinating meeting logistics; resolving issues; setting up and confirming participation at meetings and events; screening, responding to, or forwarding telephone calls; reviewing incoming mail and electronic communications; and setting up meetings on behalf of the Chief Executive Officer and/or the Chief Communications and External Affairs Officer including notifying and confirming participants, locating and reserving sites, setting up room, and preparing and providing support materials.
- Provides verbal or written responses to transportation concerns and inquiries from internal and external customers and stakeholders.
- Recommends strategies to promote TARTA's strategic goal and objectives.
- Maintains records and prepares routine and special reports and correspondence.
- Keeps up to date on current and proposed activities and programs, and applicable regulations by attending Board and community meetings.
- Promotes TARTA's projects, programs, and initiatives by disseminating public information, assisting in or attending special events, and interacting with community stakeholders.



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- Works with Communications team to compile reports, newsletter, correspondence, and other materials as requested by management or public officials.
- Contributes to ensuring that the Equal Employment Opportunity (EEO) policies and program are carried out.
- All other duties as assigned.

Essential Knowledge, Skills and Abilities

Knowledge of (defined as a learned body of information that is required for and applied in the performance of job tasks)

- Community relations theories, principles, and practices
- Structure, functioning and protocol of local government, public agencies, and community groups.
- Distilling complex transit fare/transit service information into concise, easy to understand messages for diverse public audiences
- Applicable local, state, and federal laws
- Protocol of communicating with and for public agencies
- Group dynamics and community organizing techniques.
- Financial, analytical and statistical research techniques, methods, and procedures
- Report presentation methods
- Social media applications
- Applicable business software applications

Skill in (defined as the proficient manual, verbal, or mental utilization of data, people, or things)

- Representing TARTA before the public and delivering presentations to community stakeholders
- Coordinating and facilitating community meetings and events
- Establishing and implementing policies
- Analyzing situations, identifying problems, recommending solutions, and evaluating outcomes
- Exercising sound judgement and creativity in decision making
- Communicating effectively orally and in writing
- Interacting professionally with various levels and departments of TARTA employees and outside representatives
- Superior interpersonal skills and ability to work extremely well as part of a team

Ability to (defined as a present competence to perform an observable behavior or produce an observable result)



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- Design, implement, and manage public or community programs to promote TARTA's services and programs.
- Coordinate multiple projects and meet tight time constraints and deadlines.
- Prepare clear, comprehensive reports and responses to transportation concerns.
- Determine strategies to achieve goals.
- Understand, interpret, and apply relevant policies, laws, regulations, and contracts.
- Read, write, speak, and understand English.

Minimum Qualifications:

A combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. Additional experience, as outlined below, may be substituted for required education on a year-for-year basis. A typical combination includes:

Education

Bachelor's degree in communications, Journalism, English, Marketing, or a related field

Experience

3+ years of relevant experience performing community relations work

Certifications/Licenses/Special Requirements

A valid Ohio License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special Conditions

The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. TARTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.

Working Conditions

Typical office situation

Close exposure to computer monitors and video screen.

Work irregular hours, split shifts, weekends, holidays, or 24-hour-a-day on-call assignments.

Work after designated regular hours in case of special assignments or emergencies.

Physical Effort Required

Sitting at a desk or table



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Operate a telephone or other telecommunications device and communicate through the medium

Type and use a keyboard and mouse to perform necessary computer-based functions.

Standing

Walking (distance 5' to 100')

Communicating through speech in the English language required

I understand the above duties are not all inclusive and may be changed as needed. I further understand that if I have questions, I must ask my supervisor for clarification.

Employee Signature

____ / ____ / ____
Date

TARTA is an Affirmative Action/Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or any other protected status.