

*Code: 1833*

*Title: COMMUNITY RELATIONS MANAGER*

**SUMMARY:** Manages and directs community services unit operations, activities and auxiliary volunteer programs.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Manages and directs community service operations, activities and auxiliary volunteer programs;  
Plans, prepares, reviews and revises goals and objectives of the community services unit activities and auxiliary volunteer programs;  
Develops and implements policies and procedures regarding the community services unit, auxiliary volunteer programs and related departmental programs;  
Selects and trains departmental professional and support personnel to perform specialized community services functions;  
Reviews and evaluates the effectiveness of community services programs;  
Establishes and maintains liaison with governmental agencies, service organizations, businesses, neighborhood organizations and special interest groups;  
Develops and presents information and training on community services programs to County management, staff, service organizations, businesses, neighborhood organizations and special interest groups;  
Conducts community information meetings and citizen educational workshops;  
Develops and directs the preparation of informational materials, news releases and other media materials;  
Designs, modifies and implements specific procedures to conduct community services programs;  
Prepares management reports, summary reports and other informational reports;  
Prepares unit budget;  
Recruits, trains and manages volunteers;  
Supervises and evaluates professional and support personnel.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- community services programs and activities, including community relations, media relations, volunteers and related areas;
- community agencies, organizations and resources;
- the principles and practices of supervision and management;
- budget preparation.

Skill in:

- communicating effectively;
- motivating volunteers and others in support of departmental programs;
- establishing and maintaining effective working relationships with governmental agencies, the business community, and community and special interest groups;
- identifying intra-departmental community services training needs and developing and implementing training programs to meet those needs;
- supervising, training and evaluating personnel.

MINIMUM QUALIFICATIONS:

EITHER:

(1) A Bachelor's degree from an accredited college or university with a major in public administration, communications, management or a field applicable to the department's operations, and four years of administrative, supervisory, or management experience involving communications or a related functional area.

OR:

(2) Eight years of experience in public administration, communications, management or a field applicable to the department's operations, including four years of experience in a managerial or supervisory capacity.

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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