



**JEYLÚ B. GUTIÉRREZ**

ALDERPERSON  
14<sup>TH</sup> WARD

## **OUTREACH MANAGER JOB DESCRIPTION**

### **General Overview:**

The Outreach Manager establishes and maintains relationships with community residents, organizations, and other stakeholders to assist in ensuring that the office provides services, resources, and programs for constituents. S/he/they also communicate barriers the 14<sup>th</sup> Ward constituents have in accessing City resources and information and suggest policy initiatives. The Outreach Manager is supervised by the Chief of Staff and is expected to work out of the ward office and in the field. They work with the Chief of Staff in strategizing for the success of the office goals.

### **Responsibilities include but are not limited to the following:**

- Serves as an executive advisor on the office's strategy and development of outreach, programs, and operations;
- Assists, as needed, in providing services to constituents in the community, including door-to-door canvassing, with an emphasis on excellent customer service;
- Creates, updates, and ensures implementation of a ward outreach plan with a strong emphasis on door-to-door canvassing. They oversee and work collaboratively with other staff in event planning, promotion, delegation, execution, and follow-up as needed for events such as satellite hours, ward nights, roundtables, and other community meetings;
- Develops external written communications and translates, press releases, correspondence, monthly newsletter, social media, and website submissions;
- Produces outreach and resources distribution documents, reports, and correspondence as requested;
- Be the point person for the 14<sup>th</sup> Ward with organizations and community groups (i.e., CAPS, Beats, community civic organizations, etc.);
- Collaborates with other public service offices and independently elected officials throughout the 14<sup>th</sup> Ward;
- Receive, screen, and manage media inquiries. Works with other staff and to provide public statements and schedule interviews and press advisories, press releases, and press conferences; and
- Flexibility to work on evenings and weekends and as the demands of the Ward require.

### **Qualifications**

#### **Education and Experience:**

- Bachelor's Degree or Master's Degree in political science, economics, public policy, or related field or a combination of experience and education which is equivalent, preferred.
- Minimum of two (2) years of case management experience in a related field.
- Demonstrated ability to work collaboratively with both institutions & community-level organizations
- Experience with Microsoft Professional Suite or equivalent, with emphasis on Excel.
- Able to produce PowerPoint documents for presentations.
- Experience in performing administrative work independently.

#### **Preferred Skills**

- Fluently bilingual: verbal and written (Spanish/ English)
- Ability to follow up in a timely manner on multiple tasks, keeping priorities in focus.
- Ability to organize and maintain a functional filing system.
- Proficiency in the operation of computers and the ability to maintain database integrity.
- Ability to establish collaborative community relationships.
- Able to assist with research on community issues.
- Ability to produce effective statistical reports.
- Excellent interpersonal skills.
- Excellent verbal and written skills.
- Ability to exercise discretion, initiative, and resourcefulness in carrying out assignments and problem-solving
- Sensitive to and aware of diverse populations, cultures, institutions, organizations, and agencies, and able to establish positive working relationships at all levels.
- Ability to comprehend and comply with regulatory standards and City policies on ethics, gifts, etc.
- Accountable for working conditions and office management details.
- Driver's License and access to a personal vehicle to travel throughout the Ward.

**To apply please email a resume and cover letter to [ward@chicago14.com](mailto:ward@chicago14.com)**