

Title: Operations & Communications Engagement Manager
Department: Transportation Department- Community engagement
Reports to: Senior Community Engagement Manager
FLSA Status: Full-time, Exempt
Salary Range: \$90,000-\$100,000

About Community Housing Development Corporation

We strive to create vibrant communities by providing housing and supportive services. We aim to create a foundation for low to moderate-income individuals, families, and seniors to thrive. Our goal is to promote self-sufficiency and improve the quality of life within the communities we serve. CHDC is committed to building a staff that is rich in cultural, social, and experiential diversity.

Joint Program & DCAP Background

In 2015, CHDC expanded our services to help assist low-income families in accessing transportation services through our innovative [Driving Clean Assistance Program](#) (DCAP) in partnership with California Air Resources Board (CARB). The two programs offer financial assistance statewide in purchasing clean electric vehicles. Our advanced projections show that our organization will serve over 12,000 low-income families within the next 36 months in receiving financial assistance and/or grants that will assist them in purchasing a clean electric vehicle.

General Responsibilities

Under the supervision of the Senior Community Engagement Manager, the Operations & Communication Engagement Manager will lead the development of systems & processes to support coordination & reporting within our outreach networks. S/he/they will be responsible for building centralized knowledge hubs to support outreach partners in accomplishing their deliverables & supporting an efficient data reporting process. Operations & Communication Engagement Manager will also lead communication efforts by developing a communication strategy & managing relevant vendors supporting this work. In addition, they will work closely with the community engagement team to amplify the team's community engagement efforts.

Responsibilities

- Build off the existing strategies CHDC has established to further develop and implement effective statewide outreach operation strategies to support community-based organizations in their outreach efforts, including the development of standard operating procedures.
- Develop relevant knowledge hubs that will include collateral to promote the program, training materials for CBOs on the program in a variety of mediums (written, videos, and graphics), and develop systems to keep this information up to date.
- Partner with CBO leaders and their staff to get input & feedback on systems & processes needed to improve outreach efforts.
- Partner with CCAC to ensure the systems/processes in place that result in partners receiving correct, accurate information about the program and how to report data.

- Develop and implement a training program for CBO leaders and their staff on how and where to access needed information.
- Develop reporting mechanisms that align with our grant requirements and are simple for CBOs to use.
- Develop and implement a communication strategy that includes digital engagement and targeted messages for community members, CBO leaders, policy makers, and other stakeholders.
- Develop standardized communication materials such as template presentations, template pamphlets/flyers, and one-pagers about the program.
- Manage and coordinate vendors providing communication services including periodic website content & banner updates.
- Support community outreach activities and attend outreach events led by other partnerships in the greater Bay Area.
- Manage and support a Bay Area-specific community engagement coordinator.
- Provide feedback and input on developing relevant collateral promoting the joint program to vehicle dealers.
- Support hiring as needed for the community engagement team and other DCAP departments.
- Represent CHDC at relevant conferences and outreach events.
- Support the broader DCAP team by partnering with internal leaders to provide support as needed.
- Periodic travel to different locations in California to support outreach and relationship building with partners, leaders, and residents.
- Other duties assigned.

Qualifications

- Bachelor's Degree (or higher) in related field or comparable work experience minimum of 3 years' experience in related field of work.
- 2 years of supervision experience "preferably a mid-size team".
- Budgetary experience and contract management experience.
- Proven track record of building relationships with internal stakeholders and external partner organizations.
- Ability to manage a diverse team of experts overseeing several projects simultaneously on time and within budget with the highest level of professionalism and integrity.
- Strong social skills and experience in community building.
- Motivates staff and volunteers to improve performance and further the mission of the organization.
- Strong Microsoft suites experience.
- Possess a high degree of organization, ability to solve problems independently, and work with others in a congenial and collaborative manner.
- Excellent communication skills, both written and oral, including experience with public speaking and facilitating meetings and training.
- Ability to work flexible hours, and a willingness to travel as needed.
- A background clearance is required.
- Proof of full vaccination is required from Covid-19.

Physical Requirements

- Must be able to remain stationary for extended periods of time.
- Must be able to move throughout the office, access files, and meet with community stakeholders.
- Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.

How to apply:

Please send application to Rhuntley@communityhdc.org

Benefits:

Medical Insurance, Vision Insurance, Life Insurance, AD&D insurance, Paid Vacation, Paid Sick Days, Paid Holidays, 403 (B) Plan.