

<p style="text-align: center;">CITY OF BEAVERTON Ethnic Minority Outreach Coordinator</p>

General Summary

Responsible for planning, organizing and conducting outreach to ethnic minority communities in Beaverton on behalf of the Mayor's Office. Serve as a resource and source of information for organizations that serve Beaverton's ethnic minority communities.

Key Distinguishing Duties

Serves as a primary City contact and liaison to ethnic minority communities in Beaverton.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Work closely with community leaders and community based organizations to develop and implement engagement strategies for including ethnic minority communities in Beaverton's civic life, such as providing awareness on laws, voter registration procedures, and fostering diversity of representation on work groups, committees, City Boards and Commissions.
2. Research and implement non-traditional methods of communication and outreach. Educate City departments and programs on best practices for outreach with various cultural groups. Work closely with other City departments to coordinate and share expertise.
3. Develop, plan, and administer outreach programs and civic education utilizing community liaison volunteers. Develop program policies and procedures. Generate, prepare and maintain program reports and statistics.
4. Attend community events hosted by the City, other government agencies, community organizations and ethnic minority groups to provide education on City services and information on City initiatives.
5. Serve as primary liaison (through the Chief Administrative Officer and Mayor) to the City Council on matters related to outreach and benchmarking external cultural inclusion efforts in Beaverton. Serve as the Mayor's Office liaison to the City's Diversity Task Force.
6. Consult with City departments to help build cultural awareness and knowledge among City employees. Participate in an internal City diversity and inclusion committee.
7. Maintain strong partnerships with local, regional and statewide providers and organizations serving ethnic minority communities in Beaverton.
8. Educate ethnic minority communities in Beaverton on services and civic engagement opportunities provided within the City.

9. Work with the community to identify and utilize community spaces where different groups can organize activities both within their ethnic and language groups as well as between cultures.
10. Maintain manual and computer files, records and other information systems related to program functions. Establish and maintain databases, project tracking systems and other technical information systems required for studies, projects and programs.
11. Participate in department/division/section operational processes including procedure development and implementation.
12. Provide excellent internal and external customer service. Create a positive experience for clients through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
13. Produce an acceptable quantity and quality of work that is completed within established timelines.
14. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
15. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
16. Participate in the City Emergency Management program including classes, training sessions and emergency events.
17. Follow standards as outlined in the Employee Handbook.
18. Support and respect diversity in the workplace.

Knowledge Required

- ◆ Working knowledge of ethnic minority communities and organizations in Beaverton/Washington County.
- ◆ Working knowledge of community organizing in a multi-ethnic context
- ◆ Working knowledge of cultural sensitivities and customs.
- ◆ Working knowledge of practices and principles of effective volunteer recruitment techniques.
- ◆ Working knowledge of effective motivation and supervision of volunteers.
- ◆ Working knowledge of alternative funding sources.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.
- ◆ Knowledge of principles and procedures of financial record keeping and reporting.
- ◆ Basic knowledge of strategic planning methods with an emphasis on events, volunteer programs and fundraising.

◆ **Skills/Abilities Required**

- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, diverse communities, contractors, other agencies, public officials and the general public.
- ◆ Ability to apply excellent internal and external customer service skills.
- ◆ Ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Skill in making presentations before groups.
- ◆ Skill in using a keyboard and word processing, database applications, spreadsheet programs or other application software as required for position.
- ◆ Ability to use general office equipment.

Minimum Qualifications Required for Entry

Bachelor's degree in cross cultural or international studies, public administration, or related field, and two years' experience in working with ethnically diverse populations. Multi-lingual & multi-cultural experience preferred.

Licensing/Special Requirements

Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily use of a keyboard or similar device; occasional standing for prolonged periods; occasional dealing with distraught or difficult individuals; frequent travel to local off-site locations; frequent operation of a motor vehicle on public roads; frequent attendance at meetings or activities outside of normal working hours.

Classification History

Classification created: 05/2012
Revised 08/2013

Status: SEIU
FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date