

COMMUNITY OUTREACH PROGRAM DIRECTOR – GUAM WATERWORKS AUTHORITY

NATURE OF WORK IN THIS CLASS:

Handles the day-to-day operations of various Water, Wastewater, and Customer Service outreach programs and activities not limited to: recruitment and selection of program volunteers, orientation and organizational familiarization, federal grant administration and project management, planning, developing, organizing and implementing programs that are focused on solving community problems through education and public outreach.

ILLUSTRATIVE EXAMPLES OF WORK:

- Develops, implements, maintains and improves Water, Wastewater and Customer Service education and outreach programs.
- Lead recruitment and selection efforts, ensuring that all program volunteer positions are filled.
- Oversee administrative tasks such as maintaining volunteer files, approving volunteer timesheets and reimbursements, and coordinating logistics for trainings and events.
- Manage accurate and timely data collection across all programs and assure timely report submissions.
- Coordinate evaluation and continuous efforts to improve volunteer service delivery and community experience.
- Create and maintain calendars of events not limited to: workshops, appearances, community events and communication opportunities to promote GWA and its partnership with the community.
- Serves as the Authority's liaison: advocating for the organization while promoting positive relationships between all stakeholders, incorporating GWA's values and vision into daily activities.
- Develops, administers and implements effective communications and outreach plans and strategies for GWA's Outreach Program to broaden community awareness.
- Evaluates impact of community outreach program outcomes.
- Establish budget and funding source(s) for education and outreach programs through grants, available technical assistance and other outside sources.
- Develops updates and implements Water conservation and demand management programs, guidelines and policies consistent with management's plans and directions.
- Formulates, and develops comprehensive public notices regarding GWA programs via brochures, , social media, emails, campaigns and attendance in community events.
- Supervise, coach and evaluate the performance of subordinates.
- Performs other related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of the principles and practices of public relations and outreach.
- Knowledge of the methods and techniques of various media such as photography, printing processes, and videography.
- Knowledge of budget preparation and presentation.
- Demonstrated ability to build strong, productive relationships with diverse individuals and organizations to achieve common goals.
- Ability to communicate and work effectively, both orally and in writing with the public and employees.
- Ability to learn the Authority's programs, policies, services and operations to effectively conduct outreach programs and initiatives.
- Strong organizational and administrative skills and attention to detail.
- Ability to prepare, analyze, edit and revise information material.

- Ability to maintain program records and prepare reports.
- Ability to effectively supervise, coach and evaluate performance of subordinates.
- Skills in identifying strategies to develop effective outreach programs, guidelines, policies consistent with management's recommendations and directions.
- Strong computer and internet skills.
- Flexibility, resourcefulness, positive attitude, and proven ability to problem solve.
- Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

- A. Graduation from a recognized college or university with a Bachelor's Degree in Communications, Marketing, Media, Business or Public Administration; **AND**
- B. Five (5) years of experience in public relations field; **OR**
- C. Any equivalent combination of experience, training, and certification requirements, which provides the minimum knowledge, abilities, and skills.

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid Guam Driver's License.

ESTABLISHED: APRIL 2021

JE POINTS: 1014

IMPLEMENTATION RANGE: MINIMUM: N4-A; \$83,126 MAXIMUM: N5-A \$86,502

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities