



Title: Community Outreach Manager

Reports to: Director of Marketing

Position: Full-Time, Non-traditional hours

Summary Description: The Community Outreach Manager will communicate and engage with community members, including residents, businesses, nonprofits, religious institutions, other institutions, and members of the community who are unhoused. This position will support the work of the organization in creating a more inclusive and connected neighborhood and will serve a vital role in building relationships, opening lines of communication, and bringing the voice of the community into Ohio City Incorporated to shape the organization's work. This role is often out in the community attending meetings, getting to know neighbors, and attending events.

Main Duties:

- Disseminate communications to residents and neighborhood stakeholders through online, email and phone communications, as well as face to face interactions
- Ensure community members are informed and have opportunities to participate in what is happening in the neighborhood
- Help identify resident stakeholders to participate in planning projects and committees to ensure diverse representation and feedback on changes occurring in the neighborhood
- Collect content and execute a weekly email newsletter that shares community news and tells the story of the neighborhood and the organization
- Curate social media content to ensure residents are informed and to promote the organization's work around community engagement
- Assist residents in addressing needs and quality of life issues in the neighborhood
- Utilize online engagement platforms such as CoUrbanize to collect project-based feedback from community members and ensure all residents have access to information by supplementing digital communications with text messaging, phone calls, and flyers
- Increase digital literacy around community engagement tools
- Take lead in managing the organization's membership database including updating the membership program, ongoing recruitment efforts, and board elections
- Act as the traffic manager of residents' needs and develop a tool to track needs and status of requests
- Create and maintain a schedule of Resident Groups (e.g., Block Clubs and Tenant Councils) and the attendance of OCI team members so each team member attends a meeting for each Resident Group once per year
- Attend the marketing and communications cluster meetings on a weekly basis
- Act as the liaison between the marketing and communications cluster and other organizational clusters to keep information flowing throughout the organization while surfacing items that need communication support
- Create a plan for identifying and implementing bilingual marketing materials and signage
- Collaborate with staff to manage implementation components of the organization's community engagement plan

- Seek opportunities to build relationships with residents who are underrepresented in the organization and create opportunities for increased resident involvement and leadership
- Support the organization's community outreach initiatives around planning and community projects to garner meaningful feedback and advocate on residents' behalf
- Organize community members around important issues that impact the neighborhood
- Take lead in developing a volunteer program and create and sustain a volunteer network
- Maintain and build relationships with resident groups, nonprofits, religious institutions, and social service agencies through proactive outreach
- Support staff in organizing community-building initiatives that bring together residents from different backgrounds
- Increase and diversify membership for Ohio City Incorporated
- Serve as the main point of contact for residents, social services agencies, and nonprofits in the neighborhood
- Staff some evening and weekend events and meetings (typically 1-3 per week)
- Own our monthly community meetings from marketing to organization to execution in conjunction with the engagement team
- May need to attend community engagement committee meetings (Board committee)

Qualifications:

- Knowledge of community outreach and engagement principles and best practices
- Self-driven, action-oriented, and able to manage multiple projects
- Comfortable using technology and digital platforms
- Positive team-oriented attitude
- Commitment to collaborating with a multi-disciplinary team simultaneously
- Strong written and verbal communication skills
- Ability to speak in front of audiences
- Ability to serve diverse populations with openness and integrity
- An understanding of and an ability to recognize inequities
- Demonstrated experience with racial equity and inclusion work
- Fluency in Spanish and English preferred

Compensation: Starting salary for this position is \$35,000 - \$45,000 based on experience. Ohio City Incorporated offers comprehensive benefits including medical, dental, and vision insurance, IRA, and advancement opportunities. To apply, submit a resume, cover letter, and a writing sample to careers@ohiocity.org. Applications will be accepted on a rolling basis until the position is filled.