



STAKEHOLDER ENGAGEMENT ADMINISTRATOR

JC: 000324

PB: 6

FLSA: Exempt

BU: 95 (NR)

Created: April 2021

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, engages with the public and community groups to advance the goals and objectives of the Office of the Independent Police Auditor (OIPA); enhances citizen involvement and understanding of BART Police Department activities and protocols; carries out projects in support of District and community goals for the OIPA; and performs other duties as assigned.

CLASS CHARACTERISTICS

This single position, advanced journey level classification is assigned to the Office of the Independent Police Auditor (OIPA) and is responsible for performing professional level staff work representing the mission, goals and objectives of the Independent Police Auditor to the public and serving as a communications bridge between the OIPA, public safety organizations and community groups. Employees at this level are typically assigned significant responsibilities above the journey level and customarily and regularly exercise discretion and independent judgment in the performance of all duties. This classification is distinguished from the Independent Police Administrator classification in that the latter is responsible for performing internally focused administrative functions, whereas the former is responsible for performing externally focused outreach and engagement functions.

REPORTS TO

Independent Police Auditor or designee

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Creates, updates and administers a comprehensive community engagement plan.
2. Provides citizens, community groups and the news media with program information, and technical assistance.
3. Maintains resource directories, develops community-based service and referral resources, and coordinates with similar service organizations in other jurisdictions.
4. Administers and develops community relations strategies, including administering social media accounts, leading branding/rebranding efforts, creating outreach materials, and providing regular

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updates to a wide- range of stakeholders.

5. Assists with the engagement of the BART Police Department and the law enforcement community to develop, operationalize and administer a law enforcement outreach plan.
6. Assists in the development and administration of the Office of the Independent Police Auditor and BART Police Department Mediation Program, including the development of operational protocols, outreach materials and the delivery of training to OIPA staff and BPD officers.
7. Prepares comprehensive reports and informational materials for distribution to a wide range of internal and external stakeholders.
8. Represents the Office of the Independent Police Auditor by drafting correspondence, coordinating public appearances, and attending events/meetings.
9. Maintains contact with community resources to identify and suggest needed services, implement special events, initiate action to improve services, and provide necessary skills training.
10. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of civilian oversight of law enforcement agencies
- Principles, practices and strategies of public sector community engagement
- Strategies and techniques of effective public relations programs
- Standards and best practices for law enforcement mediation programs and other alternative dispute resolution processes
- Data management and statistical analysis techniques

Skill/Ability in:

- Developing and implementing programs and activities for a variety of groups
- Explaining complex regulations, rules and procedures in a manner that is understandable to a wide range of audiences
- Maintaining confidentiality and tactfully handling sensitive situations
- Working independently to carry out organizational objectives
- Delivering exceptional customer service
- Working effectively with diverse range of stakeholders and communities, including historically underserved populations
- Communicating effectively orally and in writing

MINIMUM QUALIFICATIONS

Education:

Possession of a Bachelor's degree in Communications, Marketing, Public Policy, Criminal Justice, Public Administration, or a closely related field from an accredited college or university.

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Experience:

The equivalent of four (4) years of full-time progressively responsible experience in community outreach, stakeholder engagement, mediation, marketing, criminal and/or social justice advocacy and reform, law enforcement oversight or a related field.

Substitution

Additional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS:

Environmental Conditions

Office environment; exposure to computer screens.

Physical Conditions

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

BART EEO-1 Job Group: 3500 – Professionals

Census Code: 0735 – Marketing Research Analyst/Marketing Specialist

Safety Sensitive: N