

League of Oregon Cities

JOB DESCRIPTION

Position Title: **Operations & Member Engagement Director** Date: Aug 2020
Department: Administration
Accountable to: Executive Director
Supervision Exercised: Supervises Member & Administrative Services staff
Classification Status: Exempt / Regular Full-time / Grade 20

Primary Objectives of the Position

The Operations & Member Engagement Director performs highly responsible and complex management and administrative duties and undertakes a variety of special projects for the Executive Director. The Operations & Member Engagement Director serves as a resource to member cities, coordinating LOC's efforts to develop and execute strategic plans that ensure LOC serves Oregon's cities through outreach programs, training programs, and networking events. The Operations & Member Engagement Director manages, develops, and oversees business programs, processes, and operations for internal LOC operations including facilities management, information technology (IT), and database management. Serves as organization's diversity coordinator, working with the LOC Board, staff and membership to create, implement and sustain programming through an equity lens that reflects the mission and vision of the LOC. The Operations & Member Engagement Director serves as a key member of the management team in strategically planning and carrying out activities of the organization. Supervises assigned staff.

Essential Functions of the Position

- Assume full management responsibility for assigned functions, services, and activities of the League.
- Serves as the LOC's equity coordinator, helping to create, implement and sustain programming through LOC's equity lens. This includes: collaborating with elected officials, city officials, business partners, and community organizations to plan and execute world class diversity experiences; ensuring the organization has appropriate metrics to ensure the goals of the equity lens can be properly tracked and managed; support the research, development and implementation of diversity and inclusion policies; develop and coordinate programs and initiatives to guide and integrate diversity and inclusion practices through the LOC that help build a diverse and inclusive team and membership organization; and plan and implement special emphasis programs to increase awareness and educate the LOC staff, leadership, and membership regarding minorities, women, veterans, people with disabilities, other protected classes, and other underrepresented communities.
- Assess and monitor workload, administrative and support systems, and internal reporting relationships for assigned areas of responsibility; identify opportunities for improvement; direct and implement changes.
- Plan, direct, and coordinate, through management level staff, the work plan for assigned functions; assign projects and programmatic areas of responsibility; provide direction and supervision on key projects; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.
- Develops and oversees the implementation of a comprehensive training program that includes all aspects of member services, including current or emerging policy/legislative issues, ethics, fundamentals of municipal governance, and leadership issues. The training program encompasses several LOC programs and events, including, but not necessarily limited to: LOC conferences; Elected Essentials; Municipal Fundamentals; Small Cities Network; Training-to-Go Programs; and LGMC Program.

- Participates in the development and provision of training and outreach to LOC members including developing curriculum and conducting training. Continuously connects with members to assess the effectiveness of various programs and services, to discover new opportunities, trends, and issues affecting the membership.
- Facilitates opportunities for cities to partner with each other and other governmental organizations in order to promote increased efficiencies and the effective delivery of municipal services.
- Oversees, facilitates, and/or carries out administrative functions that support the activities of the LOC board of directors, LOC affiliate organizations, and LOC foundation, including board/committee member interface; general customer service; meeting scheduling and coordination; newsletter content development; website maintenance; and conference planning/management.
- Conducts research, compiles data, and presents recommendations to boards and committees; monitors directives; prepares financial documents; and facilitates strategic planning and budgeting processes.
- Oversees the LOC foundation's endowment and giving campaigns; tracks donations received.
- Manages the LOC's IT operations and resources including contracted services, resource capacity, and asset planning.
- Selects, schedules, supervises, trains, evaluates performance, and supports professional growth of assigned staff. Guides employees through corrective action and mentoring as needed.
- Prepares, manages, and analyzes assigned division/department budgets. Identifies and allocates resources and approves expenditures.
- Attends meetings with external agencies, internal departments, affiliate organizations, LOC members, and other applicable entities to solicit feedback, provide information, create action plans, resolve issues, share best practices, and represent the LOC.
- Serves as an active participant of the LOC management team to work collaboratively in the overall planning and operation of the organization and coordinate programs with other departments.
- Evaluates and manages the provision of member services programs including conferences, trainings, and events. Develops strategic plans for programs and services and implements and executes same.
- Oversees and facilitates the completion of assigned projects which may have organization-wide implications.
- Manages the LOC's office equipment and acts as primary contact for building facility issues. Coordinates capital improvements/purchases, and related activities.
- Serves as the Records Custodian and ensures compliance with records retention laws.
- Oversees all customer service functions and transactions.
- Maintains cooperative working relationships with staff, clients, other organizations, and the public.
- Maintains a high degree of knowledge of laws and regulations pertaining to city operations in Oregon.
- Follows all safety rules and rules for work areas.
- Demonstrates professionalism in communications, work habits, and attire; commitment to customer service and growth of the organization; a positive attitude; and regular office attendance.
- Performs other related duties as assigned.

Screening Criteria

Education and Experience

Master's degree from an accredited educational institution in related field (Public Administration, Public Policy, Political Science, Business Administration, Public Finance etc.), J.D., or equivalent experience.

AND

Five or more years of experience working in local government, or related field, as a manager or administrator, department director, recorder, or other similar administrative position providing a comprehensive understanding of overall government operations, including experience working with elected officials and city managers.

OR

Any equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.

Necessary Special Requirements

- Possession of a valid driver license accepted in the state of Oregon and proof of acceptable driving record.

Knowledge, Skills, and Abilities

- Extensive working knowledge of all aspects of local government, particularly Oregon cities.
- Comprehensive knowledge of overall city operations including governance structure, budgeting, typical programs and services provided.
- At least one year of specialized experience in developing or implementing diversity and inclusion strategic plans with positive results.
- Excellent project management skills including organization, attention to detail, budgeting, and communication.
- Skilled in prioritizing, growing and managing people, teams, and projects, in an environment where competing demands may exist.
- Ability to make effective choices and act independently in managing and coordinating assigned duties of self and others.
- Skilled communicator and collaborator with people and groups, both internal and external.
- Ability to devise and employ the use of quantitative and qualitative methods to evaluate program effectiveness.
- Ability to communicate and express ideas effectively in writing and orally.
- Ability to maintain a high degree of discretion when dealing with sensitive and/or confidential information.
- Ability to establish and maintain effective working relationships with a wide range of constituent groups including co-workers, city officials, legislators, legislative staff, academics, federal and state agency administrators, and other local government associations.
- Ability to model high standards of quality customer service to all internal and external customers.
- Knowledge of Oregon municipal laws, management practices, program administration, and policy issues.
- Knowledge of management principles and practices.
- Experience working with local government governing bodies.

Desirable Experience and Training

- Considerable experience in the direction or coordination of programs associated with municipal government, particularly with Oregon cities.
- Experience managing, developing or providing training programs to municipal officials.
- Experience working as a facilitator or mediator – or providing these services to groups which are in conflict or experiencing difficulty finding common ground.

Physical Requirements/Work Conditions

General Office Worker / Operations & Member Engagement Director



Frequency Definitions:

- (N) Never: Not required and not done on the job.
- (R) Rare: May be required on a very infrequent basis; less than 1% work shift; may occur 1 – 5 times/minutes per shift.
- (O) Occasional: Occurs between 1% – 33% of an 8-hour work shift; total of up to 2.5 hours per 8-hour shift.
- (F) Frequent: Occurs between 34% - 66% of an 8-hour work shift; total of between 2.6 hours to 5.0 hours per 8-hour shift.
- (C) Continuous: Occurs between 67% to 100% of an 8-hour shift; total of between 5.1 hours to 8.0 hours per 8-hour shift.

WORKING CONDITIONS						
Are there particular working conditions associated with this position which should be noted? Check or list below, indicating frequency for each condition (N, R, O, F, C – refer to Frequency Definitions above):						
N	R	O	F	C	Condition	Comments/Detail (if applicable)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Indoors	Usual Office working conditions
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Outdoors	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extended work hours	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Travel to multiple worksites	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Low background noise	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Moderate background noise	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High background noise	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fumes/odors	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dust	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Varied/extreme temperatures	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cramped workspace	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exposure to hazardous materials	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal protective equip. required	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify)	

MATERIALS AND EQUIPMENT USED						
Are there particular materials and/or equipment used with this position which should be noted? Check or list below, indicating frequency for each condition (N, R, O, F, C – refer to Frequency Definitions above):						
N	R	O	F	C	Condition	Comments/Detail
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Computer	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mouse/Trackball	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ten Key/Calculator	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Copier	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fax Machine	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	E-mail	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Telephone	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hand Tools	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Automobile (company <input checked="" type="checkbox"/> personal <input checked="" type="checkbox"/>)	

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify)	
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PHYSICAL DEMANDS						
Are there particular physical demands associated with this position? Check or list below, indicating frequency for each condition (N, R, O, F, C – refer to Frequency Definitions above):						
N	R	O	F	C	Physical Demand	Description (if O, F, or C checked)
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Standing	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Walking	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sitting	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Driving	Travel to/from training locations
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lifting/Lowering (Max: 50 Avg. 25 lbs.) with assistive equipment? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Carrying (Max: 20 Avg. 5 lbs.)	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pushing (Max: 50 Avg. 25 lbs.)	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pulling (Max: 50 Avg. 25 lbs.)	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Climbing (Max height: 18")	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stairs	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Balancing	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stooping	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Twisting	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Kneeling	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Crouching	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Crawling	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reaching overhead	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reaching shoulder level	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Handling	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Pinching	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Grasping	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wrist motion	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Speaking	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hearing	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Seeing	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Writing	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Depth Perception	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Color Vision	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify)	