



Position Recruitment Notification For Internal & External Candidates

Job Classification: Community Engagement Manager

Department/Division: Police/Support Services
Employment Status: Full-time
Annual Salary/Grade: \$71,842.00 - \$104,172.00 +/- DOQ/Grade 5
Anticipated Hiring Range: \$71,842.00 - \$88,007.00 +/- DOQ
FLSA: Exempt
Union: Non-Union
Employment Commission: N/A

Deadline for Application: Posted until filled

POSITION SUMMARY:

The Community Engagement Manager is responsible for fostering trust, transparency, and communication between the police department and the public. This position develops and manages community outreach initiatives, works alongside the Community Policing Unit (CPU) (CPU Sergeant, Resident Beat Officers (RBOs), Neighborhood Resource Officers (NROs), and Foot Patrol Officers), and ensures the department is actively engaged with the diverse community it serves. Additionally, this position will be assigned the role of Public Information Officer (PIO), serving as the department's official spokesperson when communicating with the media and public.

Possession of a Bachelor's Degree in Communications, Public Relations, Journalism, Criminal Justice, Political Science, or a related field is desirable, or a combination of experience and education that is equivalent.

INSTRUCTIONS TO APPLICANTS:

Applicants can apply directly using the following link:

https://secure.entertimeonline.com/ta/6141780.careers?ApplyToJob=805526339&full_apply=&jobid=805526339.

Internal applicants must submit a completed internal Village of Oak Park application for employment.

For additional information on the position visit our website at <http://www.oak-park.us/jobs>. Applications and resumes may also be submitted by mail to: Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL 60302; by email to: jobs@oak-park.us; or by fax to: 708-358-5107. The Village of Oak Park offers a highly competitive benefit package including but not limited to a retirement plan, deferred compensation program, social security, medical, dental, vision & life insurance, flexible spending accounts, vacation and sick leave.

A COPY OF THE POSITION DESCRIPTION IS ATTACHED

The Village of Oak Park is an Equal Employment Opportunity Employer committed to a diverse workforce.



Community Engagement Manager

Department: Police Department

FLSA: Exempt

Grade: 5

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:

The Community Engagement Manager is responsible for fostering trust, transparency, and communication between the police department and the public. This position develops and manages community outreach initiatives, works alongside the Community Policing Unit (CPU) (CPU Sergeant, Resident Beat Officers (RBOs), Neighborhood Resource Officers (NROs), and Foot Patrol Officers), and ensures the department is actively engaged with the diverse community it serves. Additionally, this position will be assigned the role of Public Information Officer (PIO), serving as the department's official spokesperson when communicating with the media and public. The Community Engagement Manager will craft and disseminate media reports, respond to inquiries, and provide clear, timely, and accurate information about law enforcement activities, crime trends, and public safety concerns. This position reports directly to the Chief of Police and will work in close coordination with the Office of Communications while ensuring that messaging reflects the Chief's vision and departmental integrity. Due to the nature of the role, occasional work outside of standard hours is required to respond to public information needs in a timely manner.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief of Police.

EXAMPLE OF DUTIES - Essential and other important duties and responsibilities may include, but are not limited to, the following:

Essential Duties and Responsibilities:

1. Community Engagement and Outreach:
 - Develop and lead community engagement programs that strengthen relationships between the police department and the public.
 - Partner with the Community Policing Unit (CPU) to enhance engagement strategies.
 - Organize and attend community meetings, town halls, and public forums to foster dialogue and address community concerns.
 - Establish partnerships with neighborhood associations, advocacy groups, business leaders, and schools to support collaborative public safety initiatives.



Community Engagement Manager

- Lead crime prevention education efforts, hosting workshops and public presentations on topics like public safety, crime trends, and department initiatives.
 - Monitor community sentiment and concerns, ensuring that law enforcement strategies reflect public priorities.
 - Actively research and stay current on trends in law enforcement regarding community policing strategies and initiatives
 - Collaborate with Neighborhood Partnerships Office on neighborhood-based community engagement, initiatives, and community events.
2. Social Media & Digital Communications:
- Manage the police department's social media presence, ensuring active and effective engagement with the public.
 - Develop and execute public information campaigns across digital platforms.
 - Monitor public comments, questions, and concerns on social media, providing timely and accurate responses in alignment with Department protocol and the Police Chief's vision.
 - Collaborate with the Office of Communications to maintain the department's website, press pages, and digital media content.
3. Public Information Officer (PIO) Assignment:
- Develop, draft, and distribute press releases, media advisories, and public safety announcements.
 - Respond to media inquiries, ensuring the public receives timely and factual information on police-related matters.
 - Manage crisis communication efforts, ensuring rapid and clear messaging during critical incidents, emergencies, and public safety concerns.
 - Work with department leadership to craft consistent messaging that aligns with the Chief of Police's priorities.
 - Oversee the release of both positive and sensitive news about the department's work, maintaining transparency and professionalism.
4. Citizen Police Academy Coordination:
- Assist in the planning, coordination, and execution of the Citizen Police Academy, ensuring an engaging and educational experience for participants.
 - Work with police personnel, instructors, and guest speakers to develop and schedule course content.
 - Coordinate logistics, including participant registration, classroom materials, facilities, and hands-on demonstrations.
 - Develop marketing materials and outreach strategies to encourage community participation.
 - Serve as a liaison between the department and academy participants, ensuring open communication and addressing questions or concerns.
 - Oversee media coverage and public messaging related to the academy, highlighting its role in building public trust and understanding of law enforcement



Community Engagement Manager

operations

5. Internal and External Collaboration:

- Serve as a key liaison between law enforcement and the public, ensuring open communication and accountability.
- Work with local government agencies, elected officials, and community organizations to coordinate public outreach efforts.
- Collaborate with the Office of Communications and other Village Departments to align messaging and branding across platforms.

6. Other Duties as Assigned:

- Perform additional tasks as required to support the mission and goals of the department

QUALIFICATIONS

Knowledge of:

- Community engagement best practices, particularly in urban environments.
- Public relations, media relations, and crisis communication strategies.
- Law enforcement operations, policies, and terminology to accurately represent the department.
- Social media management and digital marketing techniques.
- Local government structure and public safety policies.
- Event planning, outreach strategies, and stakeholder engagement.

Ability to:

- Serve as a confident and credible spokesperson for the police department.
- Build and maintain trust between the police department and diverse communities.
- Communicate complex public safety topics in a way that is accessible and transparent.
- Respond to media inquiries and crisis situations with professionalism and accuracy.
- Develop and lead community engagement initiatives tailored to urban environments.
- Analyze and address public concerns, adopting strategies to improve trust and transparency.
- Work flexible hours, including evenings and weekends, as needed.

Experience and Training Guidelines:

Experience: Minimum of three years of experience in community engagement, public relations, journalism, law enforcement communications, or a related field.

AND

Education: Possession of a Bachelor's Degree in Communications, Public Relations,



Community Engagement Manager

Journalism, Criminal Justice, Political Science, or a related field.

WORKING CONDITIONS:

- Work is primarily performed in an office environment but periodically will require fieldwork at community events, press conferences, and major incident scenes.
- Evening, weekend, and holiday availability may be required to respond to urgent public information needs.
- Frequent interaction with the public, media representatives, elected officials, and law enforcement personnel.

Diversity Equity & Inclusion Statement

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural, and equitable environment does not happen on its own, it must be intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.