



**MINNEAPOLIS PARK AND RECREATION BOARD**

invites applications for the position of:

# Community Outreach, Equity and Inclusion Manager

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**SALARY:** \$36.06 - \$42.59 Hourly  
\$75,004.80 - \$88,587.20 Annually

**OPENING DATE:** 03/01/17

**CLOSING DATE:** 03/15/17 04:30 PM

**ROLE SUMMARY:**

Manage the Community Outreach and Access Unit for the Minneapolis Park and Recreation Board (MPRB). Performs high level leadership, management and administrative work developing and coordinating MPRB community outreach and access strategies, projects and initiatives, research, and evaluation to further the organization's commitment to equitable access and use of Minneapolis Park and Recreation Board programs, services, and employment.

**DUTIES:**

Performs under the general supervision of the Director of Community Outreach and is responsible for, but not limited to, the following duties:

**Essential Duties:**

- Effectively lead and supervise the Community Outreach and Access Coordinator Team in the MPRB's delivery of community outreach services; equity, access and inclusion projects and initiatives; evaluation systems; and resource allocation and disbursement for Community Outreach Department initiatives. This includes proactive leadership and coordination of the work of the Team with a fundamental focus on internal stakeholders and helping prepare the organization to be responsive to the park and recreation needs of underserved and underrepresented communities.
- Proactively and effectively lead the Unit in educating MPRB staff on equity and inclusion, providing MPRB staff with tools and resources to better serve the diverse communities of the City and by working with other departments to ensure that demographic data and community feedback drive decision making.
- Effectively lead, manage, and report on the Community Outreach and Access Unit's work in measuring Park Board responsiveness to changing community demographics as reflected in: usage and access to programs and services; event attendees/participants; and organizational culture welcoming and respecting employees, attendees and participants of underserved and under-represented groups.
- Build and maintain effective relationships that reflect community demographics and maintain a structure for building and maintaining effective relationships with stakeholders to support access to and use of MPRB programs and services by underserved and under-represented communities.
- Assist with building organizational capacity to engage and serve the underserved and under-represented communities of Minneapolis through the provision of professional guidance, tools, and resources.
- Provide relevant and effective guidance, tools and resources to staff to enhance and strengthen their community relationships.
- Proactively and effectively resolve internal and interdepartmental issues creating effective and timely solutions, proactively negotiating/arbitrating conflicts and appropriately allocating resources related to the work of the Unit.
- Proactively support data-driven decision making around engaging and serving diverse

communities throughout the organization.

- Support internal systems change through coaching, training and professional development.
- Serve as a positive and effective resource to other departments to facilitate connections with underserved groups or organizations.
- Support diversity, racial equity and inclusion coaching and training for staff aimed at creating a workplace that is welcoming to employees, and patrons of diverse backgrounds.
- Work collaboratively across the MPRB organization to facilitate, educate, and meet diversity and inclusion strategies that align the community outreach strategies with the organization's business strategies.
- Recruit, hire, train, supervise, develop, and evaluate subordinate employees for development of a professional and support staff and volunteers with a high degree of competence and sound judgment.
- Provide effective cultural direction to departments on tactical programs and systems related to attracting, retaining, and promoting a diverse constituent and employee population.
- Effectively prepare and manage budget and goals for Community Outreach and Access Unit ensuring expenditures are within established parameters, emphasizing cost efficiencies.
- Provide effective leadership and direction regarding design, implementation and updating for online surveys, program data, evaluation analysis, resource data bank, outreach statistics, community outreach initiatives, community/business partnerships, and the MPRB website relative to the effective operation of the Community Outreach Department's initiatives.
- Actively participate in industry organizations to further knowledge and understanding of best practices and trends in community outreach, American Disabilities Act, racial equity, gender identity, and the field of parks and recreation.
- Manage the Community Outreach and Access Unit's work in developing and maintaining the means to measure, provide progress reports, and make recommendations for MPRB program enhancements and improvements that align diversity and inclusion strategies with business strategies.
- Effectively manage contracts, grants, donations, community/business partnerships, demographics analysis, and complying with local, state and national standards and regulations.
- Develop, recommend, and implement policies and procedures that promote best practices for community outreach and access in accordance with Board policy and organizational mission and goals.
- Develop and communicate plans, policies and procedures to MPRB leadership staff, elected officials, staff, community organizations, and the general public.
- Effectively promote interest in park and recreation programs through joint program initiatives with community groups and partnering organizations, social media, resource fairs and through presentations before citizen groups, students and other organizations.
- Collaboratively work with and be actively engaged in the development and implementation of the MPRB's Comprehensive Plan.
- Represent the MPRB in public meetings.
- Present to MPRB Board of Commissioners and other groups on Community Outreach's updates and special initiatives.

**Related Work:**

- Proactively work to coordinate work with Recreation, Park Police, Human Resource, Planning and/or Environmental Stewardship Divisions and/or Departments to address issues/conflicts.
- Effectively and in a timely manner respond to critical incidents, resolve problems and conflicts, provide support as necessary, and promptly inform appropriate individuals and groups.
- Implement new systems to improve and streamline work processes that are integrated and coordinated.
- Demonstrate leadership qualities of adaptability, dependability and accountability including encouraging staff flexibility, creativity and innovation in service delivery.
- Create and foster a work environment that encourages staff to perform to the best of their abilities and hold employees accountable for results.

- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality customer service.
- Remain current on industry best practices and apply knowledge to best serve the MPRB and community.
- Research and prepare thorough and complete reports and studies.
- Implement Park Board and City policies and guidelines.
- Coordinate timely dissemination of public information with Communications and Marketing Department staff.
- Work collaboratively and proactively with Planning Division on facility and park designs/improvements, new facilities and renovations.
- Conduct, in collaboration with the Director of Community Outreach, probationary and annual performance reviews for each employee, recommending training and retraining when appropriate.
- Traveling to and from various sites to perform job duties.
- Perform related work as assigned and apparent.

**REQUIREMENTS:**

**MINIMUM QUALIFICATIONS:**

**Training and Experience:** *(position requirements at entry)*

- Bachelor's Degree from an accredited college or university with a major in Parks and Recreation, Recreation Administration, Public Administration, or closely related field.
- Increasingly responsible experience community outreach and engagement: at least five years
- Increasingly responsible experience in leadership, management and administration: at least five years
- Experience supervising others: at least three years
- Experience supervising unionized employees: at least one year (desired)

**Licensing Requirements** *(position requirements at entry)*

- None

**Physical Requirements (ADA requirement, will be evaluated by HR)**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Standing, walking, driving, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Knowledge of** *(position requirements at entry).*

- Modern principles and best practices of community outreach and access.
- Cultural competence in engaging with people from diverse communities.
- Modern principles and best practices of innovative partnerships and services.
- Contemporary principles and best practices of public administration.
- Contemporary principles and best practices of personnel management and supervision.
- Contemporary principles and best practices of accounting, budget preparation, organization management and analysis of data.
- Computers and software applications used in business settings, community outreach, and recreation work (e.g. word processing, spreadsheets, recreation program and facility management systems, asset management software system, and personnel management software).

- Outstanding customer service principles and practices with a diverse customer base.
- Basic contract laws and regulations.
- Pertinent federal, state, county and city laws, codes, ordinances and regulations.

**Skills and Ability to:** *(position requirements at entry)*

- Understand, correctly interpret and effectively communicate with others applicable policies, procedures, laws and regulations.
- Critically analyze operations, collaboratively design and institute improvements without disruption of existing operations.
- Imaginatively and effectively identify and evaluate plan alternatives in relation to trends, costs, social pressures and needs.
- Thoughtfully organize and creatively administer the functions of community outreach for recreation facility and program planning.
- Thoroughly evaluate program alternatives and make recommendations for improvements in recreation program, facility and service delivery.
- Provide comprehensive support to assure the successful and effective performance of all staff.
- Provide both oral and written communication that is easily understood and direct in its content.
- Listen effectively to understand thoroughly the intended message.
- Analyze pertinent data and provide meaningful reports pertaining to operations.
- Establish and maintain effective, respectful, and productive working relationships.
- Negotiate effective and appropriate solutions to difficult conflicts.
- Set appropriate priorities while coordinating multiple programs and projects to meet community needs within the scope of the budget allowances while meeting critical deadlines.
- Maintain confidentiality in work-related matters.
- Show respect and sensitivity for cultural differences.

**ADDITIONAL INFORMATION:**

**CRIMINAL BACKGROUND CHECK:**

A criminal background check is necessary for positions with this job title. Upon receiving a conditional offer of employment, the applicant will be asked to sign an informed consent allowing the Minneapolis Park and Recreation Board to obtain their criminal history in connection with the position sought. An applicant who does not sign the informed consent will not be considered further for this position. View the MPRB Background Policy at <https://www.minneapolisparcs.org/asset/9585u2/2013-Background-Check-Policy.pdf>

**SELECTION PROCESS:**

To apply for this full-time civil service position, applicants must complete an online application with supplemental questions at [www.minneapolisparcs.org/jobs](http://www.minneapolisparcs.org/jobs). The examination/selection process for this position will consist of a rating of training and experience based on application materials and supplemental questions (30%) and an oral examination (70%). Minimum passing score for each testing component and as an overall score is 70.00. Because the rating of training and experience is based on application materials and supplemental questions, applicants are encouraged to be complete and thorough on their application; however, it is not a substitute for the completed application and supplemental questions. Late applications will be rejected. HR reserves the right to limit the number of people invited to successive testing events. Eligible list will expire in three (3) months.

*The MPRB is an Equal Opportunity Employer*

**Service Department:** Community Outreach

**Accountable To:** Director of Community Outreach

**FLSA Status:** Exempt

**Union Status:** Non-Represented

**Grade:** 9

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.minneapolisparcs.org>

Position #REQ00193  
COMMUNITY OUTREACH, EQUITY AND INCLUSION MANAGER  
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2117 West River Rd N  
Minneapolis, MN 55411  
612-230-6429

[hr@minneapolisparcs.org](mailto:hr@minneapolisparcs.org)

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### Community Outreach, Equity and Inclusion Manager Supplemental Questionnaire

- \* 1. This position requires at minimum a Bachelor's Degree from an accredited college or university. Which of the following majors do you have a Bachelor's Degree or higher degree?
  - Parks and Recreation
  - Recreation Administration
  - Public Administration
  - A major closely related to one of the above
  - I do not have a Bachelor or Masters Degree
- \* 2. If you indicated in Question #1 your major is in a field closely related to Parks and Recreation, Recreation Administration or Public Administration, what is your major? If this does not apply to you, enter "N/A".
- \* 3. Do you have at least five (5) years' increasingly responsible community outreach and engagement experience? If yes, your application must clearly show this experience.
  - Yes
  - No
- \* 4. Do you have at least five (5) years' increasingly responsible experience in leadership, management and administration? If yes, your application must clearly show this experience.
  - Yes
  - No
- \* 5. Do you have at least three (3) years' experience performing supervision of direct reports? If yes, your application must clearly show this experience.
  - Yes
  - No
- \* 6. This position requires working a flexible schedule that includes working evenings, weekends, and holidays. Are you able to meet this requirement?
  - Yes
  - No
- \* 7. What is your experience supervising unionized employees?
  - Less than one year
  - More than one year and less than two years
  - More than two years
  - I do not have experience supervising unionized employees
- \* 8. Which of the following survey methods do you have at least five (5) years' experience using for the purpose of gathering and analyzing community demographics data? Check all that apply.
  - Quantitative survey questionnaire design

- Qualitative survey questionnaire design
  - Phone Interviews
  - Online Interviews
  - Face-to-face interviews
  - Cross-sectional survey methods
  - Longitudinal survey methods
  - None of the above
- \* 9. Indicate your professional experience leading and supervising staff who provide community outreach services to underserved and under-represented metropolitan communities.
- Less than three (3) years' experience
  - More than three (3) years' but less than five (5) years
  - More than five (5) years
  - I do not have this experience
- \* 10. If you indicated in the previous question (#9) that you have experience leading and supervising staff in performing community outreach services, enter the dates you performed this role, where and your job title. If you indicated you do not have this experience, enter "N/A".
- \* 11. Indicate your professional experience leading and supervising staff who work on equity, access and inclusion projects and initiatives.
- Less than three (3) years' experience
  - More than three (3) years' but less than five (5) years
  - More than five (5) years
  - I do not have this experience
- \* 12. If you indicated in the previous question (#11) that you have experience leading and supervising staff who work on equity, access and inclusion projects and initiatives, enter the dates you performed this role, where and your job title. If you indicated you do not have this experience, enter "N/A".
- \* 13. Indicate your professional experience leading and educating staff regarding equity and inclusion to support data-driven decision-making around engaging and serving diverse communities. Your application must clearly support your answer.
- Less than three (3) years' experience
  - More than three (3) years' but less than five (5) years
  - More than five (5) years
  - I do not have this experience
- \* 14. If you indicated in the previous question (#13) that you have experience leading and educating staff regarding equity and inclusion to support data-driven decision-making around engaging and serving diverse communities, enter the dates you performed this role, where and your job title. If you indicated you do not have this experience, enter "N/A".
- \* 15. Indicate your professional experience leading, facilitating, and/or presenting information to community groups, agencies and/or organizations on topics of equity, access and inclusion. Your application must clearly support your answer.
- Less than three (3) years' experience
  - More than three (3) years' but less than five (5) years
  - More than five (5) years
  - I do not have this experience

- \* 16. Indicate your professional experience promoting community outreach activities through joint initiatives with community groups and/or partner agencies. Your application must clearly support your answer.
  - Less than three (3) years' experience
  - More than three (3) years' but less than five (5) years
  - More than five (5) years
  - I do not have this experience
  
- \* 17. Indicate your professional experience managing financial resources (e.g., grants, contracts, donations, partnerships), budget forecasting, and overseeing disbursement of funds for a unit, department and/or division. Your application must clearly support your answer.
  - Less than three (3) years' experience
  - More than three (3) years' but less than five (5) years
  - More than five (5) years
  - I do not have this experience
  
- \* 18. Indicate your professional experience recruiting, hiring, training, supervising, developing and evaluating direct reports to develop and support staff with a high degree of competence. Your application must clearly support your answer.
  - Less than three (3) years' experience
  - More than three (3) years' but less than five (5) years
  - More than five (5) years
  - I do not have this experience
  
- \* Required Question