



POSITION	COMMUNITY ENGAGEMENT MANAGER
SALARY GRADE	250
DATE	February 9, 2026

ABOUT THE DEPARTMENT

The Community Programs Department provides educational programs, hosts community events, and promotes the District's programs and resources to raise public awareness of the Chino Groundwater Basin and helps residents protect, value, and use water wisely.

ABOUT THE POSITION

The Community Engagement Manager is an executive management level position that guides the achievement of the Community Programs Department's goals through program development, strategic partnerships, targeted communications, program evaluation, department management, and professional trainings that increase watershed literacy and environmental education best practices within the service area. Receives minimal supervision from the General Manager and exercises direct supervision over Community Programs staff. This is a full-time, 40 hours per week, exempt under FLSA standards, and salaried position that works a standard 8:00 am to 4:30 pm work schedule with occasional evenings and weekends.

ESSENTIAL FUNCTIONS

The duties listed below are illustrative only and are not meant to be a complete and exhaustive listing of all the duties and responsibilities of the classification. Other duties, responsibilities, and activities may change or be assigned at any time.

Management:

- Oversees the hiring process for department employees while working with the Administration Department, including selection, interviewing, training, motivating, and evaluating/onboarding assigned personnel; provides or coordinates staff training relevant to department; works with employees to correct deficiencies; makes recommendations for disciplinary action, progressive discipline, and termination as required.
- Leads the work of the department; is responsible for team performance, team cohesion, and mentorship, coaching and performance management of department staff.

- Supervises and handles scheduling of departmental staff to ensure appropriate coverage of the building and at events. Approves requests for time off and approves timecards of departmental staff.
- Participates in the development, administration, and oversight of the District budget, including the mid-year budget modification process; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding; evaluates and projects costing of budget requests submitted by department managers.
- Works with administrative staff to ensure that the organization runs on-budget month-to-month and maintains liquidity; continuously evaluates departmental spending against budget.
- Reviews and approves purchasing requisitions, including supporting back-up, coding, and authorized approvals prior to signing and mailing checks to vendors.
- Prepares, releases, and monitors Requests for Proposals/Quotations/Qualifications (RFP/Qs) or Notices of Invitation to Bid (NIB's) relating to the projects and programs of the department; evaluates proposals and bids, and oversees the selection and management of District consultants and contractors providing various professional services related to department; drafts contract documents; monitors contractor performance, progress, payments, costs, and schedules of projects.
- Manages minor bidding processes and handles general procurement for the department.
- Prepares and presents staff agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, boards, and outside agencies.
- Participates in the District's Management Team with the General Manager and heads of the other departments.
- Establishes work standards, priorities, goals, and objectives for the department.
- Evaluates departmental projects and programs, reports on successes and difficulties, and makes recommendations for the creation, modification, expansion, or elimination of departmental projects and programs to the management team, General Manager, and the Board of Directors.
- Represents the District with partnering agencies, professional organizations, community groups, and individual members of the public.

Administration:

- Oversees the development of the District's annual report, quarterly metrics reports, and communications reports.
- Tracks supply inventory, budgets, invoices, and program effectiveness indicators.
- Participates in the development and implementation of goals, objectives, policies, procedures, work standards, and priorities.

Public Communications:

- Plan and conduct public relations, awareness, and community involvement programs designed to create and maintain a positive image of District operations and programs.
- Supervises staff in the coordination of District community events, including organizing vendors, scheduling all District staff, obtaining insurance, and event promotion.
- Promotes positive public relations through presentation, exhibits, tabling, and attendance at community and civic events, plan and coordinate special events, presentations, and tours on a variety of topics to various audiences.
- Identifies and pursues partnerships to extend District programming throughout the District's sphere of influence.
- Develops and implements culturally relevant outreach strategies to ensure high levels of participation in District programs.

Youth Education:

- Oversees the District's K-12 field trip program; ensures that the program is properly marketed, scheduled, set up, and executed during the school year; ensures that safety procedures are followed.
- Leads departmental employees to effectively utilize place-based experiential and inquiry-based environmental education best practices to teach K-12 students about water conservation and watershed science in a classroom, field, and garden-based setting.
- Oversees coordination of poster contests, volunteer programs, and other education efforts as needed.
- Develops and implements new curriculum and refines program offerings utilizing experiential and inquiry-based education best practices.
- Oversees the coordination and scheduling of volunteers during programming and events.
- Collects data and reports on program effectiveness.

Communications:

- Develops and implements a public relations calendar throughout the year to ensure that each event or program receives the appropriate coverage. Oversees the creation and distribution of printed materials promoting the District's classes, events, and programs.
- Provides oversight for the implementation of the agency's brand, marketing, web development, public outreach campaigns, and social media outreach methodologies.
- Oversees changes and updates to the District's website, ensuring that content is current and follows web content development best practices, and that copy and pictures are changed as needed.
- Ensures that the District's online calendar is correct and up-to-date, and that events or changes to events are posted in a timely manner.

- Oversees social media outreach, developing strategy, recommending changes to outlets, content, and budgets.
- Maintains regular contact with news outlets, advertising venues, and other media to identify opportunities for the District to expand public knowledge of programs, resources, and services. Oversees the development and dissemination of press releases and follow-up pitches.
- Works collaboratively with other departments to support and market District programming.

Public Outreach & Community Partnerships:

- Oversees District outreach activities including tabling, preparation of outreach materials and promotional items, and appropriate staffing.
- Supervises multiple staff who represent the District in a wide variety of public interactions and in meetings and presentations with other agencies, civic and community organizations; community and business groups; leads tours; answers questions and provides information to individuals and groups.
- Oversees the maintenance of the District's contact database of members of the public, educators, and of elected officials and staff of local government partners; maintains relationships with those parties and sends regular outreach notices to update partners of District events for promotion to their own channels.

Brand Management:

- Supervises the advancement of the District's marketing and branding programs that promote the District's priorities, projects, and programs including conservation and education.
- Supervises the coordination, ordering, and tracking of the District's inventory of promotional items and uniforms; reviews vendor quotes; reviews and approves purchase requisitions; expedites deliveries of project orders; develops budgets and ensures that all project deadlines are met.

Event Planning & Production:

- Coordinates, facilitates, and manages the delivery of on-site youth field trips, programs, and educational events; oversees the Volunteer Youth Cohort Program.
- Organizes, coordinates, and executes community and outreach events and other education efforts as needed; including special events, tours, ceremonies, and related functions to highlight the District's initiatives and accomplishments.
- Performs any additional duties as needed or assigned.

COMPETENCIES

Knowledge:

- Principles and practices of supervision, leadership, staff development, and performance management.
- Basic principles of public-sector budgeting, procurement, project management, contract coordination, and fiscal monitoring.
- Principles and practices of community engagement, public outreach, and stakeholder relationship management in a public agency environment.
- Principles and practices of environmental education, including experiential, inquiry-based, and place-based learning methods applicable to youth and adult audiences.
- Working knowledge of watershed science, water conservation, sustainability concepts, and regional water issues sufficient to guide public education and outreach programs.
- Significant knowledge of science education pedagogy and education standards including California Framework, Common Core, Environmental Principles and Concepts, and Next Generation Science Standards.
- Principles and practices of public communications, including media relations, branding, marketing, messaging, and digital engagement strategies.
- Principles and methods of culturally responsive and inclusive outreach, community participation, and public involvement.
- Principles and practices of program development, implementation, evaluation, and performance measurement, including data collection and reporting.
- Principles and practices of event planning, public programming, and risk awareness, particularly for youth programming and outdoor events.
- Applicable local, state, and federal laws, regulations, and policies related to public agency operations, youth programming, public events, communications, and records management.
- Modern office practices, procedures, and information technology systems, including productivity software, digital platforms, and content management tools.
- Intermediate/advanced technical knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook, Projects), social media channels, Adobe Creative Cloud tools and familiarity with basic website maintenance.

Skills and Abilities:

- Demonstrate strong organizational, time-management, budgeting, project management, report writing, and problem-solving skills.
- Ability to lead, supervise, coach, mentor, and evaluate professional, technical, and administrative staff, including providing clear direction and constructive feedback.
- Demonstrated willingness and ability to continuously learn, maintain current knowledge, and stay informed of emerging trends, best practices, regulations, and

subject matter developments relevant to assigned programs, responsibilities, and professional discipline.

- Ability to plan, direct, and evaluate multiple community programs, outreach initiatives, events, and educational activities simultaneously, including logistics, staffing, and safety considerations.
- Ability to communicate effectively in English, both orally and in writing, and translate technical or scientific information into clear, engaging, and audience-appropriate messaging for diverse audiences.
- Ability to build, sustain, and manage partnerships with schools, community organizations, agencies, professional groups, and other stakeholders.
- Ability to exercise sound judgment, professionalism, and inclusivity in public-facing settings, including interactions with youth, volunteers, and community participants.
- Ability to prepare clear reports, presentations, and program documentation to support communication, evaluation, and decision-making.
- Ability to manage competing priorities, meet deadlines, adapt to changing conditions, and implement practical solutions in dynamic environments.
- Ability to use digital tools and platforms to support communications, outreach, and program delivery.
- Maintain confidentiality and exercise discretion with sensitive information.

EDUCATION AND EXPERIENCE

- Bachelor's degree is required, preferably in environmental studies, sustainability, ecology, resource management, hydrology, geology, horticulture, AND/OR communications, journalism, public relations, business, public administration, education, or related field; or equivalent combination of education and relevant experience is accepted.
- Minimum of 5 years of increasingly responsible experience directly related to the primary duties and essential functions specified, preferably with a public agency, including at least 2 years of management or supervisory experience.
- Preferred: Master's Degree in education, communications, sustainability, or environmental science related programs.

WORK ENVIRONMENT

- Combination of office-based work and field-based work in indoor and outdoor environments which may include exposure to heat, direct sun, wind, rain, and cold.
- Regular outdoor work associated with educational programming, events, tours, and outreach activities.
- Fast-paced, collaborative, and deadline-driven environment.
- Possible exposure to communicable illnesses due to regular contact with youth and the public.

- Frequent interaction with staff and the public, including youth, educators, volunteers, and community partners.
- Travel may be required to attend meetings, training, conferences, visit District facilities, conduct outreach, and support programs.

PHYSICAL DEMANDS

- Ability to stand, walk, sit, bend, stoop, kneel, and reach while conducting programs, events, and outreach activities.
- Ability to use hands and fingers to operate standard office equipment and tools, including keyboards, telephones, presentation equipment/materials, tools, and devices.
- Ability to see, hear, and communicate effectively in person, in group, classroom and public settings, including during meetings and public presentations.
- Ability to travel by motor vehicle to conduct District business.
- Ability to work on uneven surfaces and move between indoor and outdoor locations.
- Ability to lift, carry, push, and pull materials and supplies typically up to 25 pounds, with occasional lifting of heavier items.

ADDITIONAL QUALIFICATIONS

- Possession of a valid California Class C Driver's License.
- Must complete within the first year of hire: Formalized training in Project WET facilitation OR EEI/NGSS Workshop; must attend a minimum of two (2) District-facilitated water-wise landscaping seminars; CPR and First Aid training.