

AUSTIN ISD

JOB DESCRIPTION

JOB TITLE:	COORDINATOR DISTRICTWIDE ENGAGEMENT			PAY GRADE:	CAD 1
DUTY DAYS:	226	FLSA STATUS:	EXEMPT	DATE REVISED:	08/14/2025 HC
FUNDING SOURCE:	THIS POSITION IS LOCALLY FUNDED				

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college or university is preferred. Three (3) years of professional community engagement experience is required. Five (5) years combined experience in the areas of customer service, business, communications, public administration, public relations or a related field is preferred. Specialized training and experience in group facilitation, planning, participatory decision-making and engagement of diverse communities is preferred. Two (2) years supervising staff in a highly visible community outreach or public information position where production and dissemination, marketing and public administration activities is preferred. Direct experience in presenting to public groups and governing boards is preferred. Experience using Microsoft Office, databases, mobile devices, and other software is required. Bilingual (English and Spanish or other languages) is preferred. This position requires the incumbent to be available and willing to work non-traditional hours when needed.

SKILL REQUIREMENTS:

This position requires knowledge of community engagement and communications services, including event and conference planning. The incumbent must have knowledge of the principles and strategies regarding stakeholder involvement. The incumbent must have the ability to manage staff, time and resources effectively and efficiently. This position will execute multiple projects simultaneous according to deadlines. This position requires creativity and adaptive thinking to match programs and objectives and to address challenges efficiently and effectively. This position requires knowledge of regional and local community dynamics and political environments. The incumbent must have knowledge of customer service and customer relations, problem-solving and tools for use in conflict management. This position requires team management skills to fully leverage talents of diverse people working together, and conflict management skills to deal with complex or sensitive situations to ensure a positive image of Austin ISD. The incumbent must have the ability to lead sensitive discussions about race, culture, educational diversity, and inclusiveness. The incumbent must have excellent oral, written and interpersonal communication skills with the ability to effectively interact in a diverse socio-economic and cultural environment and establish and maintain effective working relations with all levels of employees, the public, media representatives, and the Austin ISD Board of Trustees. A high degree of emotional intelligence is needed. This position requires excellent organizational development, management, planning and problem-solving skills. This position requires the incumbent to have excellent strategy creation and implantation knowhow. The incumbent will develop strong survey design and analyze the data once received. This position requires knowledge and skill in the use of District computers and their applications and the ability to produce, edit and refine professional documents.

JOB PURPOSE AND RESPONSIBILITY:

This position is responsible for managing and coordinating District events in support of District wide initiatives. The incumbent will be highly involved in project development and policy/procedure implementation and monitoring. The work requires extensive engagement and outreach to Austin ISD campus communities, neighborhood, business, civic organizations, and social meetings, events, and public hearings.

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ESSENTIAL FUNCTIONS:

- Manage a small team of community engagement professionals by planning, scheduling, delegating and overseeing employee work assignments.
- Authorize, coordinate and schedule work with vendors and consultants, conduct personnel actions, to include interviewing, and overseeing the hiring process, training, work assignments, and performance evaluations.
- Coordinate large event logistics (Districtwide community events, inclusion celebrations including PRIDE Week, Black History Month, Hispanic Heritage Month, Asian American and Pacific Islander Month, etc.), presentations to key audiences, speaking engagements and other projects (i.e., arrange facilities, invite and communicate to all appropriate groups and individuals, coordinate volunteers etc.).
- Assist and collaborate with the supervisor of the department to ensure the management and direction of the design, implementation and operation of a comprehensive community involvement programs of work.
- Provide extensive engagement and outreach to Austin ISD campus communities, neighborhood, business, civic organizations, and social meetings, events, and public hearings.
- Assist in departmental budget development and monitor budget for the Community Engagement Team.
- Prepare design surveys and analyze survey results accordingly, prepare reports, run event shows, and other work products within the district wide and community engagement and external communications arena.
- Develop and support systems for using data at both the District and campus levels to drive decision-making.
- Develop strategies and oversee implementation of these strategies to build relationships and partnerships to support Austin ISD's community engagement.
- Work collaboratively with various divisions within the Department of Communications and Community Engagement to design and develop messages and materials for dissemination to the public by using various communication platforms.
- Support the planning, organization, problem-solving and execution of plans, projects and initiatives in the community engagement areas, as assigned by the Assistant Director of Community Engagement or the Chief of Communications and Community Engagement.
- Execute multiple projects simultaneously and meet short deadlines.
- Maintain the department database (i.e., mailing lists, association & organization lists, etc.)

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- Develop and update the District website in a timely and consistent manner.
- Serve as a consultant for District departments that need assistance in event planning and implementation.
- Serve as a liaison between District leadership and internal/external stakeholders.
- Build relationships with partnering organizations and maintain strong open lines of communication.
- Provide exceptional customer experience for all Austin ISD stakeholders with intentional and professional practices that promote a culture of respect.

OTHER DUTIES AS ASSIGNED:

Perform other related duties as assigned; however, all employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may involve rare exposure to blood or body fluids. Regular attendance is required for this position.

Tools/Equipment Used: Standard office equipment including computer and peripherals

Posture: Frequent standing, kneeling/squatting, bending/stooping, pushing/pulling, and twisting

Motion: Repetitive hand motions, frequent walking, grasping/squeezing, wrist flexion/extension, and overhead reaching; frequent driving

Lifting: Frequent moderate lifting and carrying (15–44 pounds)

Environment: Standard office setting, occasional prolonged hours; frequent districtwide travel to campuses

Mental Demands: Maintain emotional control under stress, work with frequent interruptions

PERSONAL WORK RELATIONSHIPS:

This position reports to the appropriate supervisor of the department. Incumbent will have regular interaction with the Superintendent, Assistant Superintendents, administrators, supervisors, campus administrators, teachers and other staff.

The Austin Independent School District, as an equal opportunity educational provider and employer, does not discriminate on the basis of race, color, ethnicity, religion, national origin, gender, disability, sexual orientation, genetic information, gender identity, or gender expression or any other basis protected by law in educational programs or activities that it operates or in employment decisions.

I have read & acknowledge the job description above.

Employee
Signature:

Date: