



## JOB DESCRIPTION

---

<b>Position Title:</b>	<u>Community Education Manager</u>	<b>Department:</b>	<u>Community Relations</u>
<b>FLSA Status:</b>	<u>Exempt (Salary)</u>	<b>Reports To:</b>	<u>Director of Community Relations</u>
<b>Effective Date:</b>	<u>October 2019</u>	<b>Working Status:</b>	<u>Full Time</u>

---

### **Job Summary:**

The Community Education Manager is responsible for creating learning opportunities to connect community members with the purpose, work, and impact of LCSWMA. This position leads the development and facilitation of education strategies and programming efforts focused on advancing community understanding of best waste management practices, along with the business, projects, initiatives, and work culture of LCSWMA

### **Job Responsibilities:**

- Advance LCSWMA's mission, philosophy, and commitment to the community by embracing these values and demonstrating them in your everyday activities
- Develop and execute a comprehensive community education and outreach plan, in-line with LCSWMA's Community Relations strategy, to increase understanding and achievement of learning objectives with key audiences. The plan should include specific objectives and strategies to identify, cultivate, and engage a wide variety of audience segments, including ages ranging from children to adults, with appropriate and tailored educational activities.
- Develop curriculum, educational activities, and related learning materials for informal learning opportunities, which includes such things as facility tours, special events, workshops, and programming on specific topics, etc.
- Develop new projects, initiatives, and resources to expand informal learning experiences that engage community members, both on-site and off-site, and contribute to an understanding of LCSWMA and best waste management practices.
- Manage LCSWMA's facility tours program to deepen understanding around LCSWMA's core business, including coordination with educational institutions, industry groups, and relevant community organizations, in addition to opportunities for the general public. Responsibilities include planning learning objectives, training staff, coordinating schedules, and conducting tours.
- Oversee Environmental Education Coordinator to advance department goals, including the development, implementation, and evaluation of effective community education and outreach plans.
- In collaboration with Community Relations Department colleagues, facilitate LCSWMA's event outreach activities and experiences, including special events that LCSWMA hosts and community events in which LCSWMA participates. Responsibilities include establishing an annual calendar of events, coordination of logistics, event staffing, developing event messaging and educational content and goals.
- In collaboration with Community Relations Department colleagues, coordinate meetings and related activities with key LCSWMA stakeholders, including the Citizens Advisory Committee, hauling customers, Manor Township residents, and others as directed. Responsibilities include coordination of logistics and development of presentations and related materials (ex: agendas, presentation handouts, educational literature, etc.).
- In collaboration with Human Resources Department, plan and facilitate outreach activities, experiences, and opportunities that advance awareness of careers in the solid waste industry and at LCSWMA.
- Create opportunities to engage LCSWMA's workforce in community outreach activities, such as facility tours and events.
- Manage and train LCSWMA staff, volunteers, community volunteers, and Community Relations Interns, as needed, in planning and execution of community outreach and education activities.
- Identify and develop opportunities to collaborate and build relationships with a variety of community partners, including informal and formal learning providers and environments.
- Establish measurements and metrics to assess the effectiveness of education and community outreach activities and evaluate educational outcomes. Reports on these metrics and make recommendations for improvement and new strategies to accomplish goals.



## JOB DESCRIPTION

- Develop and manage education and outreach aspects of annual Community Relations budget.
- Advance LCSWMA's mission, philosophy, and commitment to the community by embracing these values and demonstrating them in your everyday activities
- Project a positive image of all aspects of LCSWMA in order to achieve trust and respect from the community.
- Support a culture of safety by performing all responsibilities in accordance with LCSWMA safety policies and procedures and take a proactive approach to ensure a safe working environment for employees and customers.
- Perform all work within Environmental Management System policies to ensure compliance with the procedures.

### Education, Training, Certification or Experience:

- Bachelor's Degree with 5-7 years of experience in similar position or related field or a comparable combination of education and experience.
- Bachelor's degree in Education, Museum Studies, Science, Communications or related field.
- Demonstrated proficiency developing lessons, curriculum and/or experiential educational programming, preferably in a science or environmental sector of related field.
- Demonstrated ability to plan and manage large projects, special events, and meetings.
- Public speaking proficiency and experience presenting to a variety of audiences.
- Experience supervising others.

### Technical Competencies:

- Excellent public speaking, verbal and written communication skills.
- Strong learning facilitation skills.
- Excellent interpersonal skills.
- Excellent organizational, planning, and project management skills.
- Excellent computer skills (Word, Excel, PowerPoint).
- Self-motivated and professional approach to management.
- Wide degree of creativity and ability to find creative approaches to projects.

### Behavioral Competencies:

- **Business Perspective:** Understands the business context in which they are operating that informs planning and decision making. Specifically, understands the organization; for example, making efforts to learn about issues relating to other parts of the business.
- **Drive for Results:** Focuses on assessing, measuring and improving performance. Shows drive and determination to meet short- and long-term goals. Specifically, improves performance; for example, enhancing and improves the efficiency and effectiveness of processes.
- **Conceptual Thinking:** Thinks through issues by seeing the pattern or big picture, brings facts and ideas together, and develops innovative or creative insights. Specifically, sees patterns or trends; for example, spotting recurring problems.
- **Collaborative Influence:** Win the hearts and minds of others across boundary collaborations and to do the right thing, regardless of formal authority. Specifically, invites individual cooperation; for example, inviting the sharing of alternative solutions or viewpoints.
- **Customer Focus:** Identifies and meets the needs of internal and external customers, being continually focused on outcomes for customers. Specifically, customizes solutions; for example, recommending or adapts products, services or solutions to address the customer's real needs.



## JOB DESCRIPTION

*I have read and understand the above position description. This job description is not intended to be, and should not be construed as, an all-inclusive list of responsibilities, skills efforts or working conditions associated with the position. I understand that it does not constitute an employment contract, that my employment is at-will for an indefinite period of time, and that the organization may change wages, benefits, conditions and responsibilities at any time.*

**Employee Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_