

Village of Orland Park Job Description
OUTREACH COORDINATOR – OFFICE of the MAYOR

	DEPARTMENT	Office of the Mayor		
	REPORTS TO	Mayor		
	CLASSIFICATION	Non-Union	FLSA STATUS	Exempt
	DATE REVISED	5/27/2025	PAY GRADE	8
	POSITION EMERGENCY STATUS	Critical	OSHA HRC	Lower Exposure Risk

POSITION OVERVIEW

Responsible for bringing specialized support as a liaison to the public to include analyzing, planning, implementing and promoting community relations programs and related events, building relationships and educating all stakeholders on key issues.

ESSENTIAL JOB FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:

- Plans, develops, implements and organizes, events and volunteers to advance the mission and goals of the organization.
- Develops and implements outreach strategies, manages communication, and contributes to a positive public image for the organization.
- Drafts and distributes/publishes various content that promotes the organization, as well as individuals or groups.
- Coordinates and recommends selection of student internships for the Mayor's Office; trains interns in general office and Village procedures related to community outreach.
- Determines work schedules for Mayor's Office interns, ensuring the effective, efficient and timely completion of all work.
- Provides input into the budget and goal setting processes and administration.
- Build and maintain relationships with members of the community partners, stakeholders, and other government agencies.
- Responds to inquiries, provides information and resolutions to the public, community partners, stakeholders or other interested parties.
- Develops, recommends and implements operating procedures, forms and work processes.
- Researches and compiles statistical data and information to track the effectiveness of outreach initiatives and make data driven adjustment; maintains records and prepares special and periodic reports.
- Ensures that office administrative details, such as supply inventory, equipment purchase and maintenance, and relief coverage are attended to; operate standard office equipment.
- Plans, coordinates, and executes special events and meetings in advancement of a specific program or service.
- Promotes and supports the overall mission of the Village by demonstrating courteous and cooperative behavior when interacting with public and staff; acts in a manner that promotes a harmonious and effective workplace environment.
- Provides support to the Citizens Academy.
- Performs other related duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

- Bachelor's degree in communication, public relations, marketing, public administration, political science, or related field.
- Minimum of two (2) to four (4) years of administrative support, public relations/outreach, communications, and/or marketing experience.
- OR an equivalent combination of education, training and experience.

LICENSES AND CERTIFICATIONS

- Valid State of Illinois Driver's License

REQUIRED KNOWLEDGE AND SKILLS

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE:

- Principles and practices of intern supervision, including selection, work planning, organization, performance review and evaluation, training and discipline.
- Office administrative practices and procedures, such as business letter writing and the operation of common office equipment.
- Record keeping, report preparation, filing methods and records management techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary; standard business arithmetic, including percentages and decimals.
- Basic organization and function of public agencies, including the role of elected officials and appointed boards and commissions.
- Basic budgeting and financial record keeping principles and practices.
- Techniques for working collaboratively with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

SKILLS:

- Excellent Verbal and written communication skills essential for effective engagement with the public, policymakers, and community partners.
- Ability to understand how government agencies operate and how to navigate the political landscape.
- Planning, directing, reviewing and evaluating the work of assigned staff and instructing staff in work procedures.
- Superior interpersonal skills to build a rapport and foster strong relationships with diverse groups.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and addressing public concerns; finding solutions to challenging situations.
- Analyzing and tracking outreach performance to identify areas for improvement.
- Researching, compiling, and summarizing a variety of informational materials.
- Composing correspondence independently or from brief instructions.
- Working without close supervision in standard work situations.
- Organizing own work, setting priorities and meeting critical deadlines.
- Ability to work in a fast-paced environment and adapt to changing priorities.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Establishing and maintaining effective working relationships with a variety of individuals contacted while performing work duties.

MANAGERIAL/SUPERVISORY RESPONSIBILITIES

May include supervision of assigned individual(s) participating in internship program(s).

ENVIRONMENTAL AND PHYSICAL DEMANDS

ENVIRONMENTAL

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- This position is performed in an office environment and out in the community.

PHYSICAL

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

- Mobility to work in an office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 25 pounds; vision to read printed materials and computer screens; hearing and speech to communicate effectively in person or over the telephone.

JOB DESCRIPTION ACKNOWLEDGEMENT

POSITION TITLE: Outreach Coordinator

DATE RECEIVED: Click or tap here to enter text.

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor, and I fully understand the nature and purpose of this position description and its related duties.

EMPLOYEE SIGNATURE

PRINTED NAME

SUPERVISOR SIGNATURE

PRINTED NAME