

## Senior Manager of Public Engagement & Facilitation *Employment Opportunity*

### About ILG

The Institute for Local Government (ILG) is a civic leadership non-profit organization dedicated to improving local government. Through hands-on education and training, we collaborate with leaders at California cities, counties and special districts to make meaningful change from the inside out. Our unique workplace is fun, fast-paced and dynamic with people who share a passion for public service, democracy and civic engagement. We are a group of changemakers and team players with can-do attitudes and a desire to do really great work with a statewide impact.

[Click here to learn more about ILG](#)

### Position Background

Local governments are facing unprecedented challenges that cannot be solved using traditional public participation methods. ILG's Public Engagement pillar seeks to imbed authentic, effective and inclusive public engagement practices that encourage equity, greater public trust, and confidence in local government, while also helping local jurisdictions achieve their goals. The ILG team currently trains hundreds of local leaders on public engagement each year. We also incorporate public engagement and equity best practices into projects we do statewide, including topics like Good Governance, Air Quality, Disaster & Resiliency, Workforce Development, Leadership, Ethics, and more.

The Senior Manager of Public Engagement must be committed to our mission of empowering local government leaders and delivering real-world expertise to help them navigate complex issues, increase their capacity, and build trust in their communities. They must also embody our core values of collaboration, servant leadership, authentic public engagement, and promoting equitable solutions that build community resilience and trust. The chosen candidate must have a thorough understanding of public participation, meeting facilitation, inclusive public engagement strategies, collaborative policy, and/or local government. In addition, the successful candidate will understand the many different types of equity -- Economic, Health, Social, Environmental and Racial -- and how those tenets can impact local governments.

### Position Overview

The Senior Manager of Public Engagement & Facilitation will be responsible for overseeing ILG's public engagement and equity programming while leading the facilitation of meetings and conversations that often involve sensitive and contentious issues. This role requires a unique combination of program management, conflict mediation, meeting facilitation, and equity-focused public engagement strategies. The Senior Manager will guide both virtual and in-person discussions with government officials, community leaders, and diverse stakeholders, using facilitation skills to navigate difficult conversations, mediate conflicts, and foster collaborative solutions. The role also involves managing and developing programming, writing resources, and providing training to local government leaders on public engagement, equity, and collaborative governance.

## Key Responsibilities

### *Program Development & Implementation*

- Lead the development, implementation, and refinement of ILG's public engagement and equity programming, ensuring programs are inclusive, effective, and aligned with equity goals.
- Manage the day-to-day operations of public engagement and equity initiatives, including developing written materials, toolkits, and case studies.
- Evaluate current programming, identify areas for improvement, and provide recommendations for new initiatives, particularly around social, economic, health, environmental, and racial equity.
- Facilitate both **virtual** and **in-person** meetings, workshops, and conferences, ensuring that all participants have an opportunity to engage, especially in complex or contentious discussions.

### *Facilitation & Conflict Mediation*

- Lead and facilitate difficult conversations involving government officials, community stakeholders, and other key parties. Use advanced conflict resolution and mediation skills to guide stakeholders toward productive, collaborative outcomes.
- Manage virtual and in-person meetings, ensuring equitable participation, managing group dynamics, and de-escalating conflict, as necessary.
- Navigate sensitive topics such as environmental justice, housing, air quality, and other community concerns, fostering trust and promoting inclusive, solution-oriented dialogue.

### *Staff Leadership & Development*

- Supervise and mentor staff to ensure success in meeting performance goals and encourage a collaborative work environment.
- Provide clear direction to staff, encouraging innovation and initiative, while ensuring alignment with ILG's mission and values.
- Recruit and retain talented staff who are committed to authentic public engagement and good local governance.

### *Programmatic, Financial & Administrative Management*

- Oversee program budgets, ensuring compliance with financial and grant requirements.
- Develop and implement fundraising strategies for the Public Engagement pillar, including identifying and pursuing grant and contract opportunities.
- Negotiate contracts and build partnerships with local governments and community organizations to further ILG's public engagement and equity initiatives.

### *Training & Capacity Building*

- Design and deliver training programs for local government leaders on effective communication, public engagement strategies, and collaboration with community stakeholders.
- Provide technical assistance to local agencies, helping them embed inclusive engagement practices that build public trust and ensure equitable outcomes.
- Develop and present resources, webinars, and workshops that educate leaders on fostering a culture of collaboration between local government and the communities they serve.

*Qualifications:*

- **Experience:** A minimum of 7 years of directly related experience in public engagement, meeting facilitation, conflict resolution, or equity-focused program management, preferably in a local government or nonprofit context.
- **Conflict Resolution Expertise:** Proven ability to navigate complex and high-stakes conversations, mediate conflicts, and facilitate collaborative problem-solving between diverse groups, especially in public meetings, workshops, committees, etc.
- **Strong Communication Skills:** Exceptional verbal and written communication skills, with a demonstrated ability to present complex ideas clearly to diverse audiences, both in-person and virtually.
- **Equity-Focused:** In-depth understanding of various types of equity (economic, social, health, environmental, and racial) and how to incorporate these considerations into public sector public engagement efforts.
- **Program Management:** Exceptional attention to detail and broad experience managing multiple programs, including budget oversight, grant writing, and working with various stakeholders to achieve project goals.
- **Issues Awareness:** Experience or knowledge related to air quality, climate mitigation and adaptation, environmental justice, transportation, housing, civic engagement, workforce development, disadvantaged communities, inclusive economic development, and/or building healthy communities is strongly preferred.
- **Experience with Digital Tools:** Proficiency with virtual meeting platforms (e.g., Zoom, Microsoft Teams) and the myriad of digital engagement tools to facilitate remote engagement and training.
- **Fundraising and Business Development:** Expertise in fundraising, grant writing, partner relationship management.
- **Bachelor's Degree** in a relevant field (e.g., public administration, communications, conflict resolution, or political science) is required. Advanced degrees or certifications in mediation, facilitation, or public engagement are preferred.

*Desired Attributes:*

- Calm and effective in high-pressure situations, with excellent de-escalation skills.
- Ability to maintain neutrality and professionalism, especially when navigating sensitive topics.
- Strong interpersonal skills with the ability to build rapport quickly with government officials, community members, and diverse stakeholders.
- Deep knowledge of local government practices and processes in California is a plus.
- A passion for equity, public engagement, and empowering local government leaders to work more effectively with their communities.
- Verbal and written fluency in Spanish

***Work Schedule and Travel***

ILG's normal work week is Monday through Friday, 9:00 a.m. to 5:30 p.m. This position's responsibilities will likely require work hours or days outside the normal schedule. Overnight and multi-night out-of-town travel for meetings, presentations and conferences will be a key element of the position.

***Employer***

ILG receives staffing services through an agreement for professional services with the League of California Cities. ILG staff are Cal Cities employees and participate in the Cal Cities benefits package, including both

defined contribution and defined benefit (CalPERS) retirement plans, medical, dental, life insurance, transit, flex accounts, vacation time and holidays.

Information about the League of California Cities is available at [www.calcities.org](http://www.calcities.org)

### **Compensation & Benefits**

- **Salary:** Depends on qualifications.
- **Retirement:** California Public Employees Retirement System (CalPERS) 2% at 60 for classic CalPERS members; 2% at 62 for new CalPERS members.
- **Deferred Compensation:** Employees may defer up to \$23,500 per year through the Cal Cities Mission Square defined contribution plan.
- **Health and Dental:** Employees participate in an optional benefit program that includes dental insurance and medical coverage selected from three HMO and two PPO plans.
- **Life Insurance:** Employer-paid \$50,000 life insurance coverage for employees. Supplemental employee-paid coverage is available.
- **Other Benefits:** Under employer's optional benefit program, employees may use a portion of their salaries on a pre-tax basis to cover childcare and/or certain health care expenses.
- **Vacation:** Two weeks annually; three weeks after five years of service.
- **Holidays:** Employees receive twelve paid holidays annually.
- **Sick Leave:** Employees earn twelve days annually.

### **Recruitment/Decision Schedule**

The goal is to complete the recruitment process at the earliest opportunity and welcome the new team member on board as soon as possible.

### **Application Procedure**

To apply, please submit your resume and cover letter using the below application link: XXXXXXXX

Please be prepared to submit three professional references.