

# Chief Engagement and Collaboration Officer



University Circle Inc. (UCI)  
Cleveland, OH

**Reports to:** President  
**Manages:** Department of 3.5 FTE currently  
**Salary:** Starting at \$95,000, salary negotiable, commensurate with experience  
**Status:** Full time - Exempt

## About UCI

University Circle Inc. (UCI) is a nonprofit organization that exists as the connective tissue between our district's stakeholders, residents, and neighbors. We convene, collaborate, curate, and nurture. We believe that University Circle is a world-class neighborhood, with an obligation to create opportunities for health and vibrancy within this district and for our surrounding neighborhoods. While we are charged with managing the place itself, we are responsible for creating a sense of belonging that extends beyond our formal boundaries. Our values are Collaboration, Community, Integrity and Trust.

## What's the focus of this role?

University Circle is looking to create an engagement department that will focus solely on listening to the needs of our stakeholders and responding accordingly, with equity and inclusion as a guiding value. The Chief of this department will be responsible for mapping out strategies for engagement with a variety of stakeholder groups, managing the team that connects with the community, delegating engagement tactics to the entire UCI staff including the President, and thoroughly documenting the findings in order to respond to the needs accordingly. This individual will work closely with all members of senior staff and be a strategic thinker and partner for the betterment of the entire organization. In addition, they will be responsible for overseeing the creation and execution of their departmental budget. We hope to create engagement strategies with the following groups:

- University Circle and neighboring institutions, nonprofits, faith-based organizations, and schools
- University Circle and neighboring businesses
- University Circle and neighboring residents
- Government Agencies
- Regionally impactful organizations (i.e., Destination Cleveland, other local CDCs)

## What are some traits of the Chief Engagement and Collaboration Officer?

- You are a self-starter and you can look at a distant goal and visualize the path to achieve it;
- You are not looking for an office job, rather you want to be out in the community;
- You are driven to connect people with resources;
- You love working with inter-generational populations;
- You have capacity for evening and weekend meetings;
- You are comfortable reaching out to unknown people and organizations;

- You value empathy and seek deeper connections with people;
- You are good at managing details around schedules and meetings;
- You are comfortable with changing demands, adapting work outputs, and responding to community needs;
- You have a growth mindset, and do not enjoy being micromanaged;
- You enjoy managing a team and helping to advance each to reach their greatest potential;
- You believe in taking responsibility for your team, allowing them to take risks and be bold;
- You work to break down silos and create transparency between teams;
- You thrive in a culture that supports individuals, invests in professional development, and believes that the whole is greater than the sum of the parts;
- You thrive in a fast-paced environment where each day can bring new challenges, not previously anticipated;
- You strive for equity and will work tirelessly to move toward a world where everyone feels belonging.

### **What will you be responsible for?**

- Develop plans for engagement with each of the stakeholder groups detailed above and determine the best approach for execution;
- Oversee the creation and ongoing support for a collaboration of engagement professionals within the institutions and neighboring partner organizations (CDCs);
- Develop and implement strategies to build strong connections with area residents and understand their needs;
- Organize and participate in community events, advocacy efforts, meetings, and initiatives to enhance the organization's presence, brand promise, and reputation;
- Work closely with the marketing and experience team to ensure messaging is consistent;
- Work closely with the philanthropy team to discover opportunities for grants and donor connections;
- Serve and/or lead various committees as assigned;
- Work collaboratively with the President and the Senior Team to execute the organization's vision and regularly revisit strategies and objectives for the entire organization;
- Maintain a database of engagement contacts in the greater Cleveland area and immediate surrounding suburbs (to be defined);
- Create and distribute relevant content through various channels to communicate organizational initiatives and updates;
- Conduct surveys and gather feedback to assess community needs and keep a pulse on our activities;
- Track and report-out community engagement metrics to assess the effectiveness of initiatives;
- Stay informed about community trends, issues, and opportunities to inform strategic planning;
- Stay current on industry best-practices to ensure the professionalism of the department;
- Manage the departmental budget;
- Manage your team's performance, growth, work outputs, ongoing development, goal achievement and performance reviews;
- Other duties as assigned.

### **What we'd like to see in our new CECO:**

- Bachelor's Degree or equivalent work experience
- 4+ years of Engagement roles with increasing responsibility
- Expertise in community building, culture building, team building
- Ability to work within teams and individually
- Proficiency in all Microsoft Office programs
- Project management experience

- Database management experience
- Program management experience
- Customer service experience
- Marketing acumen
- Excellent writing skills
- Excellent communication skills
- Passion for the community
- Strong team work ethic
- Belief in the work that University Circle is aspiring to do!

### **How to Apply**

Send your resumé and cover letter to [resume@universitycircle.org](mailto:resume@universitycircle.org). UCI will be interviewing as applications are submitted. Ideally, a candidate is starting in March of 2024.

Please include a resumé and cover letter and the answers to the following questions:

1. Describe an example that you are proud of, when you played a significant role in connecting two groups that were not functioning collaboratively.
2. With a reasonable amount of detail, how would you approach a new engagement strategy for a complex district such as University Circle?
3. Why do you want this position and why should we want you for this position?

University Circle Inc. is dedicated to fostering an inclusive workplace that thrives on diversity. We acknowledge that this journey is continuous, and we are committed to an ongoing process of inclusion. As an equal opportunity employer, we stand against discrimination based on race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. Our commitment is to nurture an environment where all employees can flourish and bring their unique perspectives and experiences to the forefront. We believe that people matter in the goals that we aim to accomplish.