



External Affairs Representative

| Class Code | FLSA Status | EEO Category | Represented Status | Salary Grade | Effective Date | Resolution | Pages |
|------------|-------------|-------------------|--------------------|--------------|----------------|------------|--------|
| 010 | Exempt | 2 – Professionals | AFSCME | 9 | REV 2-07 | 2015 | 1 of 1 |

DEFINITION: Under general supervision; develops and maintains on-going relationships between the District and external organizations such as Chambers of Commerce, local business groups, community organizations, cultural and economic development interests, local and regional political constituencies, churches, and other public agencies to promote the awareness of, value of, and need for public transit within their respective communities.

REPORTS TO: The Deputy General Manager and Assistant General Manager, or designee

ESSENTIAL FUNCTIONS:

- Establishes and maintains ongoing dialogues between AC Transit and constituent groups; responding effectively to constituents' issues, while advocating for the District's interests.
- Acts as "go-between/go-to" person for community-based transit constituencies and District staff regarding operational issues.
- Communicates and coordinates with public and community agencies and District staff to resolve problems, and recommend new service or service changes.
- Promotes "transit first" policies with city and county planning agencies, and promotes collaborative efforts to increase transit ridership.
- Identifies and tracks State Transit Association legislative issues.
- Conducts research on community transit issues; and prepares and writes reports for the Board of Directors, the General Manager, and a wide variety of external groups.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Public transportation related policies, needs, issues, constraints and trends; local, county, regional, and state agencies, their lines of communication and planning processes; the needs and concerns of diverse community and public interest groups; modern office systems and procedures; and commonly used office software for word processing, spreadsheets, and presentation, at the intermediate level of proficiency.

Ability To: Work independently; communicate effectively both orally and in writing; present complex multi-faceted issues, information, and statistical data effectively in a manner that is accessible and understandable to diverse groups and individuals in a wide variety of media and formats; advocate effectively and persuasively on behalf of the District; exercise sound judgment; undertake multiple tasks under deadline pressure; implement functions creatively within established policy guidelines; develop and foster collaborative relationships between external constituencies and District staff; and establish and maintain effective working relationships with District staff, officials from public agencies, constituents, the Board of Directors and District staff using principles of good customer service.

Education/Training: Equivalent to a Bachelor's Degree from an accredited college or university in public administration, public relations, community planning, transportation planning, or a directly related field.

Experience: Four (4) years of verifiable experience working with local agencies, public officials, and community based organizations and/or special interest groups.

Special Requirements: (1) Must be available to work outside normal business hours to attend meetings and community events. (2) Must possess or obtain and maintain a valid California Class C Driver License, and meet the District's safe driving standards.

Physical Requirements: Must maintain the physical condition necessary to: (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (2) possess physical mobility in order to travel to and attend meetings and events.

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