

COOK COUNTY BOARD OF REVIEW



Manager of Taxpayer Engagement – District 1

Department:	Board of Review	Job Code:	1499
Grade:	20	FLSA Status:	Non-Exempt
Position I.D. No.:	0164847	Salary:	105,000.00

Job Summary

The Manager of Taxpayer Engagement – District 1 is responsible for developing, implementing, and managing outreach programs aimed at educating and assisting taxpayers. This role involves managing a portfolio of presentations, building partnerships with various stakeholders, creating strategies to improve taxpayer education and communication, and serving as a liaison between the Cook County Board of Review (CCBOR) and the community, which may require working extended hours. The Manager will measure the effectiveness of programs, communicate impact, and oversee staff assigned to outreach events. The ideal candidate will have extensive experience in community engagement and outreach, excellent communication skills, and a passion for making a positive impact. We are seeking a self-motivated and results-driven individual for this critical position.

Essential Job Duties

- Design, implement and manage community outreach programs.
- Lead marketing initiatives to promote community events.
- Manage social media platforms to engage with the community effectively.
- Represent the District 1 in community settings.
- Deliver engaging and informative presentations.
- Be responsive to community inquiries, keeping detailed records of topics, responses, themes and emerging areas of interest.
- Work closely with other departments, teams, or agencies to coordinate efforts and resources for special projects while fostering a collaborative and integrated approach to achieving shared objectives.
- Build and maintain relationships with internal and external stakeholders, including government officials, partner organizations, community groups, and the public while

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facilitating communication and collaboration to ensure alignment and support for project goals.

- Oversees selected program-based special projects that require cross-functional engagement with key staff across Cook County Government and with external stakeholders, as appropriate.
- Contributes as an integral member of a team to build productive working relationships, enhance collaboration, and develop strategic partnerships with internal and external stakeholders.

The duties listed are not set forth for the purpose of limiting the assignment of work. They are not constructed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Knowledge, Skills, and Abilities

- Utilize project management skills to ensure successful execution of outreach initiatives.
- Ability to work effectively with all external audiences as well as CCBOR staff at all levels.
- Outstanding writing skills and ability to write effectively for different audiences.
- Ability to conceptualize projects and manage multiple priorities.
- Ability to work calmly and maintain good judgment in a fast-paced, dynamic environment.
- Ability to understand and interpret information accurately, communicate accurately and concisely, and initiate creative and innovative ideas.
- Display a competent and confident professional demeanor.
- Demonstrated skill and ability in the effective use of equipment, computers and other resources for completion of projects such as posters, displays, PowerPoint Presentations, etc.
- Self-direction and reliability.
- Excellent, collaboration, and customer service skills.

Minimum Qualifications

- Possession of a Bachelor's degree from an accredited college or university.
- Excellent oral and written communications skills
- Strong interpersonal skills.
- Strong organizational and project management skills, ability to coordinate multiple projects and meet deadlines.
- Excellent verbal and written communication skills in Spanish.

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- Must be proficient in Microsoft Office applications.

(Resume and application must clearly indicate the duration and nature of work experience and education for consideration in accordance with all minimum and preferred qualifications.)

Physical Requirements

- Long periods of time working on computer requiring vision and typing capability.
- Ability to sit and stand for extended periods of time.
- Regular use of telephone.
- Traveling between office and outreach events will be required.
- Ability to work extended hours as necessary.

The Cook County Board of Review prohibits all unlawful discrimination in its hiring and promotional process.

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