

Posting Period
March 22 – April 5, 2013

DBE Generalist – Community Liaison

Summary of Duties

Reporting to the Director, DBE, assists in the development of interactive communication of programs between Metra's OBDCR, and various communities and interest groups. Develops participatory community outreach strategies. Writes and produces presentation materials for various business meetings. Maintains the OBDCR outreach calendar and content. Oversees the ordering, delivering, and cost control of public information and promotional items. Conducts and compiles satisfaction surveys. Monitors internet blogs and social media for feedback about Metra services and drafts responses. Provides written and graphic support for preparation of periodic reports. Maintains current records of publicity and effective public relation programs. Servers as a customer service liaison to the public. Works with other Metra staff in preparing project specific communications, promotional items, and media related events. Builds awareness of programs through speaking engagements, marketing tools, and media outlets. Performs all other duties as assigned to meet the ongoing needs of the organization.

Minimum Acceptable Qualifications

- (1) Must possess a Bachelor's degree in Business Administration, Marketing or related discipline OR in lieu of degree, any combination of community relations, customer service and/or program development or related experience and education that equal four (4) years.
- In addition to # 1, must have five (5) years of experience in community relations, customer service and/or program development.
- Must have knowledge of Title VI, state and local procedures and guidelines related to DBE.
- Must be proficient in Microsoft Office Suite with emphasis in Word, Excel, PowerPoint, and Outlook.
- Must be proficient in Adobe Illustrator and Photoshop.
- Must have excellent oral and written communication skills and organizational skills.
- Must be able to work with sensitive information while maintaining strict confidentiality.
- Must have strong interpersonal skills in dealing with external groups and/or organizations.
- Must be able to work independently, manage multiple projects, and meet deadlines in a demanding environment.
- Must possess and maintain a valid driver's license.

All employees are responsible for performing their job safely and in accordance with the safety objectives, goals and program of the organization, ensuring compliance with applicable safety rules and regulations.

Other Important Information

- Subject to a physical examination/drug test and background check to verify information regarding education, employment history, vehicle and criminal history.
- Only resumes with salary history will be considered.
- Only qualified candidates will receive consideration.
- Relocation is not available for this position.

If you are interested in applying for a position at Metra, please send your cover letter which must include the position title, your resume and salary history to:

E-mail: jobs@metrarr.com

Metra is an Equal Opportunity/Affirmative Action Employer. It is our policy to fill vacant positions with qualified candidates without regard to race, color, sex, religion, national origin, age, or disability, assuming an individual can perform the essential functions of the job with or without accommodation.

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