Position: Business and Constituent Educator (Community Relations Specialist I SR-20)

Organization description: The City and County of Honolulu (“City”) Office of Economic Revitalization (OER) was established to coordinate the City’s response to the COVID-19 pandemic and economic recovery. OER ensures that COVID-19 information and resources are widely available for businesses and community institutions to operate in a safe manner that ensures Oʻahu’s economy can remain open. OER also directly assists Oʻahu residents and businesses to find assistance and execute CARES Act-funded jobs and other programs. Additionally, OER is tasked with the development and transition over time to a more diversified and resilient economy.

Duties and responsibilities:
- Primarily serves as a City OER Service Center representative specializing in constituent and business compliance education
- Provides educational outreach and constituent services to businesses, other operations, and members of the public in relation to compliance with applicable regulations, requirements, and conditions
- Contacts and connects with business and organizations to provide current information on business best practices and requirements as part of an outbound education effort to targeted business types and/or in response to inquiries received at the OER Service Center
- Visits businesses and other operations to assess and educate constituents on compliance with requirements and guidelines
- Provides assistance, resources, and materials to businesses and members of the public to comply with evolving requirements and guidelines in person and/or over the phone
- Summarizes learning from outreach activities to inform OER programs and conducts statistical and data management activities
- Performs other related duties as may be assigned to ensure efficient operations of the City OER

Qualifications:
- Desire to provide a high-level of constituent and business service to the Oʻahu community
- Ability to deliver concise and accurate information in a professional and helpful demeanor
- Patience and empathy when dealing with constituents and/or businesses that may be experiencing challenging and difficult situations
- Basic computer, internet, and smart phone usage skills (e.g., quick searching to find information at new webpages and find information within webpages, as well as, accessing on-line call logs and reports of violation)
- Good verbal and written and communication skills
- Experience presenting topics virtually and in-person
- Strong attention to detail
Ability to engage with and investigate complaints of businesses and organizations and write briefings and findings based on these inquiries
Ability to interpret laws, rules, and regulations; make sound observations, remember facts, and give testimony based thereon; communicate effectively with the public and representatives of other governments agencies
A combination of experience consistent with constituent and/or customer services, public relations, government administration or related field and experiences

Desired Qualifications:
- Experience in media content and webinar development
- Fluency in a second language such as Korean, Chinese, Japanese, Filipino, Vietnamese, Chuukese, Marshallese, or Ilocano
- Existing community relationships
- Entrepreneurial mindset in developing programs and processes for the team

License requirement:
Possession of a valid Hawai‘i State driver’s license.

Physical requirement:
Persons seeking appointment to positions in this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties.

Compensation:
Starting salary $4,079 monthly.

Employment duration:
Employment to start as early as August 30, 2021.

To apply:
To apply, please send a 1-2 page cover letter, current resume, and at least three current references to oer@honolulu.gov. Please highlight aspects of your experience that are relevant for this position for this position and explain why you are interested in working with the City and County of Honolulu in this role.

Deadline to apply:
Applications will be accepted until all positions are filled.