



Position Description
Engagement Specialist

OVERVIEW: The Engagement Specialist for Mohave Educational Services Cooperative is responsible for development and management of the organization's outreach and education program for existing and potential members and vendors. This position requires a self-motivated and self-directed person with excellent organizational, analytical, and interpersonal skills. Additionally, the Engagement Specialist will possess excellent communication and presentation skills.

RESPONSIBLE TO: Director of Mohave Operations

POSITION TYPE: Part-Time, Non-exempt

INTERACTS WITH: All Mohave staff, members, vendors, general public, and others.

PHYSICAL DEMANDS/WORK ENVIRONMENT: This position operates in a professional office environment and is largely sedentary; however, standard office equipment such as computers, phones, copiers and other small machines are frequently used. This position requires participation in conference and trade shows which require long periods of standing and walking. Some lifting of boxes of promotional material, displays and products up to 70 pounds.

TRAVEL: Frequent in-state travel is required, including some overnight stays, and may include some out-of-state travel.

CORE DUTIES:

Participate in development and implementation of Mohave's strategic plan.

Develop, implement and manage Mohave's Outreach and Education program, which includes but is not limited to annual contact with vendors and members.

Assist Mohave team members with various engagement activities.

Analyze trends in Mohave's cooperative purchasing program.

Analyze trends in national and local cooperative purchasing that might impact Mohave.

Prepare and disseminate recommended responses to trends analysis.

Develop, implement and manage Mohave's potential vendor outreach program.

Develop, implement and manage Mohave's member outreach program.

Assist with the development and dissemination of Outreach and Education publications, including a monthly newsletter.

Develop, implement and manage Mohave's member and vendor training programs.

Evaluate and recommend the most beneficial conferences and trade shows for Mohave participation.

Represent Mohave at various conferences, trade shows and other professional functions, which may include formal presentations of information and training sessions.

Communicate information learned at conferences, trade shows and other professional functions with relevant Mohave staff, including but not limited to engagement opportunities, solicitation ideas, and member/vendor suggestions.

Presentation of Mohave training programs in person and via web conferences.

Prepare reports as required or requested.

Identify and evaluate new revenue and service opportunities.

Serve as coordinator of Mohave's focus groups.

Field general questions from members, vendors and the community about Mohave processes and contracts, relaying them to appropriate Mohave staff as applicable.

Those obligations imposed by applicable rules, regulations and statutes, and other duties assigned by the Director of Mohave Operations.

OTHER DUTIES: This Job Description is not intended to be a comprehensive list of activities or responsibilities. Duties, responsibilities, and activities may change at any time with or without notice.

PROFESSIONAL ACTIVITIES

Membership and participation in appropriate professional organizations and professional development programs is expected.

EDUCATION/TRAINING

Five (5) years progressively responsible experience in outreach and education programs, preferably in the public sector. A bachelor's degree in marketing, business, public administration, or related field is preferred. Practical experience and knowledge of the principles, practices, rules, regulations, and laws applicable to Arizona public procurement are a plus.

Excellent verbal and written communications skills. Competent computer skills, to include word processing, spreadsheets, and databases. Excellent organization and leadership skills. Any combination of experience and training to meet the minimum requirements.

SIGNATURE: By signing below I acknowledge that this position is a part-time, non-exempt position and that I understand all the requirements above.

Employee Signature

Date

DIRECTOR OF OUTREACH & EDUCATION
Competencies

Ethical Leadership

The Engagement Specialist shall maintain high ethical standards in interactions with members, vendors and staff; base decisions solely on applicable rules, regulations, statutes, and organizational considerations; never allow personal gain to influence a business decision; and never seek or accept improper individual gain, in order to ensure that decisions are consistently legal, ethical and appropriate; able to withstand scrutiny; and in the best interests of Mohave, the members and the vendors.

Relevant Knowledge & Understanding

The Engagement Specialist shall exhibit detailed comprehension and proper application of applicable principles and procedures; and continual research, inquiry and monitoring of potential and actual changes to principles and procedures, in order to consistently and effectively meet organizational, member and vendor needs and to maintain the quality and integrity of the Outreach and Education program.

Appropriate Participation

The Engagement Specialist shall actively and ethically participate in professional and social activities in order to gain the knowledge required to meet organizational, member and vendor needs; maintain the quality and integrity of Mohave's cooperative procurement program; and promote Mohave.

Quality Service

The Engagement Specialist shall be prompt, courteous, respectful, honest and accurate in performing duties; obtaining information; and responding to inquiries, in order to ensure everyone requiring or desiring service has a successful experience and obtains required information.

Commitment to Excellence

The Engagement Specialist shall continually inquire, research, learn, measure and improve in order to make Mohave the best cooperative purchasing program and maintain Mohave's high service standards.

Quality Programming

The a quality outreach and education program; develop and disseminate printed and electronic presentations and publications; present to individuals and groups; obtain and analyze trend data; develop, implement and manage programs; and develop and direct focus groups, in order to appropriately and effectively inform and train members, vendors and potential vendors; keep Mohave aware of member and vendor requirements; keep Mohave aware of trends; and promote Mohave in a fair and effective manner.

Effective Leadership

The Engagement Specialist shall possess and apply the knowledge and skills necessary to provide the vision; develop and implement programs; and measure outcomes, to ensure the department and the organization maintain highly effective programs and processes; that staff skills and knowledge are up to date; and that Mohave is consistently prepared for the future.

Effective Communication

The Engagement Specialist shall possess and apply the knowledge and skills necessary to receive and disseminate information in order to provide clear, concise and effective communication regarding Mohave and its programs.

Lifelong Learning

The Engagement Specialist shall continually upgrade knowledge and skills in order to avoid stagnation of the individual, the team, and the organization.

Rev. 7/26/23 TH