

## **Public Engagement Leader**

Full-time

Hybrid in-person/remote work environment

Rochester, NY or Buffalo, NY

Salary: \$75,000 – 85,000/year

Highland Planning is looking for a **Public Engagement Leader** to join our growing public engagement consulting practice. The Public Engagement Leader will work closely with our clients, partners, and staff to deliver high-quality public engagement processes that help governments make better decisions. As a Public Engagement Leader, you will serve as an engagement leader, team mentor, and client partner, leveraging your communication and project management skills. You'll be part of a team-centric culture where fellow consultants collaborate and support each other in client delivery and professional growth.

### **What You'll Do:**

- Identify and understand client needs and priorities, and recommend relevant approaches and deliverables
- Set project direction: define objectives and approaches and deliverables aligned to those objectives
- Build project plans that structure the work effort, including success criteria, meetings and milestones, communications cadences, and key stakeholders
- Engage proactively with clients and team members to drive progress and decision-making
- Lead regular meetings with client and stakeholders and ensure target outcomes are accomplished
- Drive clear, consistent client communications (e.g., emails, presentations)
- Lead project execution to ensure a great client experience and high-quality results
- Set weekly priorities and engage proactively to ensure commitments are met
- Provide feedback on work products, and mentor junior team members
- Develop high-quality deliverables that represent the excellence of the Highland Planning brand
- Pull in senior leadership as appropriate to drive client outcomes
- Report out on project status to clients and senior leadership
- Identify and shape follow-on engagement opportunities for yourself and others through your exceptional delivery and gaining client trust as a strategic advisor

### **Who You Are:**

Leader of self:

- You are curious and a lifelong learner
- You are humble and lead by example
- You take pride in what you own and see things through to completion
- You remove immediate roadblocks and solve strategic challenges, and you know when to ask for help

- You thrive in a fast-paced environment
- You can manage ambiguity and still drive work efforts to completion
- You are a self-starter
- You are disciplined in tracking details and following through - i.e., you possess core project management capabilities
- You anticipate complex problems, understand constraints, provide multiple solutions, and play an active role in decision-making

Leader of others:

- You are an expert in public engagement and can advise clients on communications strategy and execution
- You are a strategic thinker capable of generating, evangelizing, and implementing new ideas
- You are an effective communicator, both in writing and verbally
- You take appropriate action and make decisions using logic and available resources to drive necessary outcomes
- You effectively interact with people at all levels in a variety of situations
- You work collaboratively with other team members and mentor and motivate others to deliver results

**Requirements**

- Master's degree (degree in Communications, Planning, or Public Policy is a strong plus)
- 5-10+ years of professional experience, including 4+ years of consulting experience – client-facing professional services (e.g., consulting firm, agency) experience preferred
- A passion for public engagement, equity, and inclusion
- Exceptional communication skills, project planning and management skills, and attention to detail
- Strong relationship management and interpersonal skills
- Experience owning client relationships
- Good business acumen and awareness of business, marketing, and technology trends
- Budget management experience
- Positive attitude and strong willingness to learn from mentors and team members
- Advanced experience with productivity tools (Word, PowerPoint, Excel, Outlook, AirTable)
- International Association for Public Participation (IAP2) training is a plus

**Why You Should Join Us:**

At Highland Planning, a woman-owned firm, we pride ourselves on fostering an atmosphere of collaboration and excellence while maintaining a healthy work-life balance. We are passionate about public engagement, and we seek to create dialogue in the public space in order to help governments make better, more-informed decisions. Our core values are:

1. Trust
2. Excellence
3. Flexibility

As a Highland Planning employee, you will be eligible for health benefits, 401k matching, our staff bonus pool, and three weeks of vacation. You will also have the flexibility to work remotely part of the week.