



## Digital Equity and Community Engagement Manager

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### Statement of Duties

Rhode Island Commerce, through our ConnectRI initiative, is slated to receive at least \$4.5M in digital equity funding through the National Telecommunication and Information Administration. This funding supports the overarching ConnectRI initiative, which works to ensure all Rhode Islanders have access to affordable, reliable, high-speed internet in their homes and workplaces.

The incumbent is responsible for managing the deployment of this digital equity funding as well as ensuring that the ConnectRI initiative continues to listen to, internalize, and reflect input from all communities on their digital needs. This includes robust engagement and outreach to key stakeholders and communities, coordination of an ongoing Digital Equity Working Group, working with the Director of Broadband Strategy and Senior Program Manager to ensure alignment and responsiveness of ConnectRI efforts, and programmatic oversight of digital equity subawardees. Responsibilities will include leveraging resources; developing, monitoring, and reporting on program performance metrics; and coordinating efforts to deepen strategic partnerships with stakeholders, community partners, and key constituencies.

### Position Functions

*The essential functions and duties listed below are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.*

### Essential Functions

#### Community Engagement

- Develop, execute, and evaluate engagement and outreach strategies with lists of contacts and relationships for continuous improvement and efficiencies based on the needs discovered in communities across Rhode Island.
- Understand and communicate effectively and accurately the different digital equity programming and support available in the state and how to assess the need and access those resources.
- Develop and deploy informational materials such as fact sheets, flyers, brochures, pamphlets, webinars, social media content, and newsletters to promote awareness and foster community engagement and participation.
- Conduct and support outreach efforts, including but not limited to webinars, listening sessions, town halls, state planning conferences, and digital and social media content.
- Develop and facilitate working sessions and/or information briefings in person and via webinar aimed at capturing stakeholder input.
- Manage and support events and program-related meeting logistics and operations to include scheduling meetings, securing venues for engagement activities when and where appropriate, and setting up activity agendas related to broadband development programs and initiatives.
- Coordinate outreach efforts to stakeholder groups including local and tribal government, industry, and community stakeholders, fostering effective communication across all entities.

- Lead a biweekly Digital Equity Working Group, including developing and updating the group's strategy, coordinating the meeting logistics, leading the meetings, and maximizing participation to ensure representation of diverse communities.
- Manage stakeholder relations and build rapport with all interested parties, including members of the public, leaders of historically underrepresented communities, internet service providers, community and business leaders and State entities using verbal and written communication.
- Respond to inquiries related to federal dollars across ConnectRI's programming.
- Update and maintain ConnectRI website and work with Corporation's Communication Department to update social media platforms with program-related activities and content.
- Track and report all stakeholder engagement activities and communicate key findings to interested parties, including State and federal agencies.
- Represent the Corporation at community events as needed.

### Planning and Development

- Maintain an updated State Digital Equity Plan (most recently updated Spring 2024).
- Assist with grant applications for digital equity funding.
- Maintain a digital directory of relevant best practices and digital equity resources.
- Research and support the development of special digital equity projects (e.g., a strategic plan for device refurbishment in the state).

### Program Management

- Maintain working relationships and ongoing dialogue with all contractors and subawardees of the Corporation's digital equity funding.
- Track and ensure delivery of quality services by subawardees and contractors funded through digital equity grants; identify, evaluate, and elevate potential grant and/or programmatic issues to the Director of Broadband Strategy as early as required.
- Provide technical assistance for subawardees and contractors funded through digital equity grants.
- Provide narrative content as well as quantitative data to the Senior Grants Administrator as required for grant reporting.
- Support subawardees and contractors to identify areas of potential synergy, collaboration, and overlap and facilitate partnerships as applicable.

*This role may require occasional work on evenings and/or weekends.*

### **Key Competencies**

- Stakeholder and community engagement: Job requires an ability to work with various internal and external stakeholders.
- Exceptional communication skills: Job requires the ability to listen and understand the concerns of a diverse set of stakeholders and key constituencies and summarize that learning into actionable steps.
- Project and program management: Job requires the ability to juggle the strategic administration of many concurrent grant programs with limited staff support, ensuring smart interconnection across efforts.
- Initiative: Job requires a willingness to take on responsibilities and challenges and find ways over, around, or through barriers to success.

## Qualifications

- Demonstrated experience working in stakeholder engagement or community relations.
- Excellent written and oral communication skills and an ability to prepare clear, informative, and concise materials for a variety of audiences. Must be able to communicate effectively across multiple stakeholder and partner groups.
- Strong interpersonal skills, attention to detail, and ability to work with sensitive information.
- Strong organization, project, and time management skills with the ability to manage multiple project portfolios across a number of contracts and partners.
- Ability to maintain flexibility in a fast-paced environment.
- An understanding of basic broadband deployment and digital equity concepts.
- Proficiency in Microsoft Word, Excel, PowerPoint, and Outlook, as well as Adobe Acrobat.
- Fluency in Spanish preferred but not required.

***This role is funded through a federal grant for a five-year term. The term may be extended contingent on continued funding.***

*Rhode Island Commerce Corporation is an at-will employer; no employment contracts exist.*

*The Rhode Island Commerce Corporation (the 'Corporation') is an Equal Opportunity Employer. The Corporation does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by applicable law. All employment is decided on the basis of qualifications, merit, and business need. The Corporation will not tolerate discrimination or harassment based on any of these characteristics.*

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To be considered for this position, please apply at:

<https://secure.yourpayrollhr.com/ta/co8056.careers?ShowJob=638104195>