



Councilman Mark Conway
Councilman *Fourth District*

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(410) 396-4830 • mark.conway@baltimorecity.gov

Job Opportunity: Director of Community Engagement

The **Office of Councilman Mark Conway** seeks a **Director of Community Engagement** to join our dynamic team. The Director of Community Engagement will problem solve with constituents, forge relationships with communities of the 4th district, and carry out community-oriented events and special projects. Our office's vision can be found on our website: conway4baltimore.com.

If you are ready to work hard, collaborate, and hustle for the district, consider applying. **Interested applicants should submit a resume, cover letter, and two professional references to David.Pontious@baltimorecity.gov.**

Responsibilities:

1. Problem Solving (40%):

- Collaborate with constituents and city agencies to solve pressing issues in the district.
- Provide customer service to constituents seeking assistance via phone and email, logging data at every step.
- Communicate information and service requests to relevant public agencies, update constituents, and provide consistent follow-up to ensure task completion.

2. Relationship Building (30%): Build authentic relationships with district residents, agencies, and partners to share information, plan collaborative community events, and inform policy

- Attend community/neighborhood association meetings and local events
- Organize with residents on a large issues, projects, and event ideas; and conduct outreach to expand pool of engaged residents.
- Coordinate councilman's quarterly 4th District 'Town Hall' events including guest speakers, refreshments, space, and outreach.

3. Operational Support (20%):

- Special internal community-facing projects or events, including "Community Days."
- Recruit and oversee team of interns.

4. Thought Partnership (10%): Actively engage with the team to study, strategize and share public policy ideas to strengthen the city

- Participate in weekly staff meetings.
- Research data-informed and innovative policy solutions.
- Interpret constituent request data and trends to inform the councilman's policy decisions.

What We're Looking For:

- High school diploma or GED required, with ideally 1–2 years work experience (more welcomed)
- Interested in public service, community organizing, event planning, and government and politics; familiarity with Baltimore and the 4th District
- Reliable, diligent, detail-oriented, and organized
- Strong interpersonal and customer service skills
- High level of written and oral communication skills
- Ability to work some evenings and weekends as assigned

Details:

- **Pay:** \$39,000-\$45,000 (negotiable)
- **Benefits:** Affordable healthcare plan, earned leave, comp time, and [paid holidays](#)
- **Office/WFH policy:** Staff will split time between City Hall, district office, and home
- **Start Date:** As soon as possible
- **Reports to:** Chief of Staff

About Councilman Mark Conway: Mark Conway represents Baltimore's Fourth District on the Baltimore City Council and chairs the Public Safety and Government Operations Committee. In addition to his chairmanship, Mark serves on the Economic and Community Development Committee; Health, Environment, and Technology Committee; and the Rules and Legislative Oversight Committee. Before joining the council in 2020, he served as Deputy Director of CitiStat and Executive Director of the Baltimore Tree Trust. He is currently the Executive Vice President at the Chesapeake Conservancy, where he oversees various programs and the work of its Conservation Innovation Center. He holds a B.A. and Master of Public Policy (MPP) from the University of Maryland.

The Office of Councilman Mark Conway is an equal opportunity employer. We are committed to building & retaining a diverse team. We strongly encourage district residents, women, people of color, and LGBTQ+ people to apply.