



Citywide Practices: Engagement Officer Project

Office of the City Administrator



At the start of 2025, the City of Portland will hire its first Engagement Officer to oversee the Office of Community & Civic Life and the engagement practice citywide. The Engagement Officer will play a vital role in ensuring that all Portlanders have access to meaningful opportunities to participate in decision-making processes. The officer will directly report to the Assistant City Administrator, located in the City Administrator's Office. The adopted FY 2024-25 budget includes ongoing funding for the position.

The [Citywide Practices: Engagement Officer Project](#) was led by the [Transition Team](#), in close collaboration with engagement practitioners and subject matter experts from the Office of Community & Civic Life and other City bureaus.

A goal of the project was to evaluate how the Engagement Officer may further centralize community engagement efforts, processes, and systems across all service areas. Transition Team Engagement Practices staff and Civic Life Engagement Analyst worked collaboratively to prepare for an Engagement Officer by leading a project to identify:

- The scope of authority for the Engagement Officer.
- The initial priorities for the Engagement Officer.
- The ideal candidate profile for the Engagement Officer.
- The degree of future integration/centralization of community engagement functions across service areas.

The project also compiled the following packet of resources for the Assistant City Administrator and incoming Engagement Officer to assist in their onboarding:

1. Current State Review of Engagement Practices (*authored by Sandra Lefrancois, Office of Community & Civic Life*)
2. Office of Community & Civic Life – Bureau Overview (*authored by Mourad Ratbi and Shelby Frost-Williams, Office of Community & Civic Life*)
3. Advisory Bodies Current State Analysis and Advisory Bodies Inventory (*authored by Ocean Eale, Office of Community & Civic Life*)
4. Office of Community & Civic Life: Citywide Engagement Best Practices Evaluation Findings Report (*authored by consulting firm Interplay*)