



City of Missoula

Program Manager - Communications & Engagement

SALARY	\$34.95 - \$39.72 Hourly	LOCATION	Missoula, Montana
JOB TYPE	Regular, Full-Time	JOB NUMBER	00746
DEPARTMENT	Community Planning, Development & Innovation	DIVISION	CPDI-Housing & Community Development
OPENING DATE	08/17/2026	CLOSING DATE	9/7/2026 11:59 PM Mountain

Overview

Help shape how Missoula plans, grows, and connects with its community.

The City of Missoula is seeking a strategic, collaborative communications leader to serve as Program Manager – Communications & Engagement for the Community Planning, Development & Innovation (CPDI) department. This is an opportunity to lead communications and engagement at the heart of some of the community's most important work—from housing and development to long-range planning and neighborhood investment. You'll help translate complex issues into clear, meaningful stories, build trust through authentic two-way engagement, and ensure community members can understand and participate in decisions that shape Missoula's future.

As a key advisor to CPDI leadership and project teams, you'll bring vision, creativity, and sound communications judgment to major initiatives while leading a talented team of communications and engagement professionals. You'll have the opportunity to build innovative engagement strategies, strengthen relationships with community partners and diverse audiences, work with media and City leadership, and advance equitable approaches that make participation more accessible. If you're a thoughtful communicator and people-centered leader who thrives at the intersection of public service, community engagement, and complex community issues, we invite you to bring your experience and ideas to this important role.

Screening of applications will begin on Tuesday, September 8, 2026. You must apply by 11:59 p.m. MT on Monday, September 7th.

To Apply: All applicants must submit a **City of Missoula Application** AND a **Cover Letter** explaining your interest in this position and detailing how your experience and education meet the qualifications.

Failure to attach the cover letter will result in your application being incomplete, and therefore, not reviewed by the hiring manager.

Resumes will not be reviewed. All details should be entered on the application.

Starting Pay:

This is a salaried (Exempt) position. The starting salary for this position is \$72,696 to \$82,618 annually (\$34.95 to \$39.72 per hour), depending on qualifications and experience. This position has a full salary range of \$72,696 to

\$87,568 annually (\$34.95 to \$42.10 per hour), reflecting potential wage growth over time through annual longevity increases and cost-of-living adjustments.

Essential Functions

- Lead the development, implementation, and continuous improvement of department-wide communications and engagement strategy that aligns with City of Missoula's communications direction and best practices.
- Supervise department communications and engagement staff, including specific program staff who perform engagement as a primary function; assign and review work; conduct performance evaluations and trainings; participate in hiring, discipline, and termination decisions; provide support by correcting deficiencies and building strengths to ensure effective working relationships.
- Guide strategic communications planning for major departmental initiatives, policy development, and complex planning, development, and housing projects, ensuring communications clearly articulate the CPDI story and connects our work to the City's long-term goals and community vision.
- Provide communications and engagement advisement to CPDI leadership, project managers, and cross-department teams to support clear messaging, stakeholder understanding, and informed decision-making.
- Act as CPDI's lead media liaison, ensuring timely, accurate coordination of press inquiries and delegating interviews and responses to subject-matter experts.
- Oversee the development of public-facing materials, engagement plans, digital communications, storytelling tools, and data visualization products that enhance public transparency and understanding.
- Coordinate closely with the City's central communications team to ensure consistent messaging, branding, public information processes, and crisis communication protocols.
- Represent CPDI in community forums, advisory groups, and public meetings to share information and facilitate meaningful engagement.
- Support proactive, equity-centered engagement strategies that reach diverse community members and reduce barriers to participation.
- Develop and maintain tools, templates, and guidelines for consistent and high-quality engagement across the department.
- Build and maintain relationships with community partners, advisory groups, neighborhood organizations, and underrepresented communities to strengthen trust and two-way communication.
- Provide financial oversight for communications and engagement program budgets, grants, and contracted services.
- Analyze and evaluate communications and engagement methods, identifying gaps, performance metrics, and opportunities for improvement.
- Perform other duties as assigned, based on training and qualifications.

Knowledge, Skills and Abilities

- Knowledge of, or the ability to learn, public administration principles and practices, including program planning, budget development, staff supervision, and strategic communications management.
- Skill in developing and implementing communications and engagement strategies across multiple platforms and audiences.
- Skill in operating office equipment, various computer software and databases, including Microsoft 365 and the ability to learn job-specific applications and equipment, such as GIS based communication tools, engagement platforms, and graphic or data visualization software.
- Skill in public speaking and presentations, with the ability to share complex information clearly and support productive dialogue in a variety of settings.
- Skill in policy and program communication, including translating technical material into accessible public information.
- Skill in managing multiple projects with shifting priorities and timeline demands.

- Skill in organization, time management, and prioritizing with the proven ability to have keen attention to detail and accuracy in performing work with adherence to strict deadlines.
- Skill in communicating, in person and in writing, with the proven ability to establish and maintain effective working relationships with people of diverse identities, perspectives, and cultural backgrounds.
- Ability to maintain current knowledge of best practices in civic engagement, public information, digital communications, community development, and urban planning communication.
- Ability to maintain and exhibit integrity and discretion in handling confidential and sensitive information.
- Ability to maintain and foster a culture of professionalism, adhere to departmental and City standards and specifications, and support a positive team environment.
- Ability to resolve conflicts with facilitating outcomes while maintaining a calm demeanor.
- Ability to learn City and departmental policies, procedures, and practices.

Qualifications and Additional Application Materials

- Any combination of education and experience equivalent to seven (7) years of community engagement, public information, communications, public administration, or another relevant field.
- Must have supervisory experience.
- Experience with municipal communications, public engagement processes, or data visualization preferred.

The City of Missoula does not sponsor employment visas (e.g., F-1, H-1B, TM). Applicants must be authorized to work in the United States on a full-time basis at the time of application.

Employer

City of Missoula

Address

435 Ryman Street
Human Resources
Missoula, Montana, 59802

Phone

406-552-6130

Website

<https://www.ci.missoula.mt.us/>

Program Manager - Communications & Engagement Supplemental Questionnaire

*QUESTION 1

Please describe your experience and approach to supervising staff.

*QUESTION 2

Please describe your experience with the press and media.

*QUESTION 3

Please describe your experience in community engagement.

*QUESTION 4

Have you attached a Cover Letter as required for this application?

☐ Yes

☐ No

* Required Question