



JOB DESCRIPTION FORM

Position:	Community Relations Officer
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Organizational Information:	Department:	Community Relations
	Project:	North Macedonia Corridor 8 & 10d Motorway Project
	Immediate Supervisor:	Community Relations Manager
	Reporting Position(s):	None

Summary:	<p>Within the Public Relations, Sustainability and Community Relations Department, under the direct supervision of the Department Manager and/or the Community Relations Lead, the CRO is appointed to engage and interact with local communities, local authorities and other relevant stakeholders in the area of responsibility, so that awareness is raised about Project preparation and execution, with a special focus on daily activities. The CRO in engaging with community and stakeholders will see that proposals, concerns and issues are duly addressed. The CRO shall also interact with any persons and organizations, which are not directly affected by the Project, but show interest in it.</p>
Primary Responsibilities:	<ul style="list-style-type: none"> Identify, and map out for the PR,S&CR Team, local community leaders, villages heads, local and municipal authorities, and all others relevant stakeholders in area of intervention; Collaborate with internal (Project team, Project consultants, contractors) stakeholders in order to create effective communication and strengthen relations. Collaborate with external stakeholders (community representatives, rural residents, village heads, village councils, non-governmental organizations, municipal authorities, utilities suppliers, economic actors, etc...) in order to create effective communication and strengthen relations. Facilitate and assist Project Team in engaging and interacting with external stakeholders and local community during design, pre-construction and construction phases. Liaise and coordinate with external stakeholders to facilitate Project preparation and execution, and to ensure concerns and issues from stakeholders and/or local communities in area of intervention are known, identified and addressed appropriately by the Project Team. Support in developing communication tools for disseminating information and communicating with stakeholders. Prepare and deliver written and verbal messages to various stakeholders to identify concerns and recommendations, and act as a representative of the Project in local community relations. Meet with project neighbors and local residents to update them on construction progress and handle issues with the local residents that arise in the field. Recommend appropriate measures/action plan as a result of interaction with external stakeholders, ensuring effective communication to achieve tasks. Assist and support Project Team in implementing and performing activities and measures as defined in various Project plans and procedures (e.g. Stakeholder Engagement Plan, Project Grievance Mechanism, Traffic Management Plan, Security Management Plan, etc...); Bear responsibility for handling complaints: report complaints from individuals, local communities and stakeholders and track, in accordance with the Grievance Management System procedure/plan, and report on complaints to the Department Manager and/or the Community Relations Lead/Manager, and support in addressing and finding solution to the complaints. Liaise and collaborate, when necessary, with the Employer Team and/or representatives in Project related activities. Prepare reports on activities to the Department Manager and/or the Community Relations Lead/Manager, participate in coordination meetings and be ready to perform any tasks as assigned by the PR,S&CR Manager or Project Management Team.



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Job Requirements:	Education Level:	Bachelors Degree or higher
	Discipline:	Educational background in social, legal, communication or closely related domains.
	Foreign Language:	Macedonian (Native), English (Advanced)
	Computer Skills:	MS Office (Word, Excel, Outlook, PowerPoint etc..)
	Functional Competencies (<i>Technical Knowledge and Skills</i>):	<ul style="list-style-type: none"> • Experience of delivering effective community relations in a high-profile and complex project, experience of working in a multicultural environment. • Excellent verbal and written communication skills and demonstrated ability to communicate in a compelling, concise and creative way. • Strong organization and time management skills; a self-starter who can provide results. • Sound judgment, discretion, ethics, and ability to collaborate with diverse, global team members. • Ability to engage others across disciplines and at various levels of the organization and develop and maintain effective working relationships. • Ability to deliver "on-the-ground" community relations solutions.
	Experience:	Minimum 2 years of experience in relevant position.
	Job Location:	Gostivar and/or Prilep
	Other:	