



Effective: October 25, 2022

City of Sweet Home

Communications Specialist

Job Description

FLSA Exempt

Non-Represented

Approved by:  10-26-22

COMMUNICATIONS MANAGER

The City of Sweet Home values trustworthy employees with a positive attitude who are willing to offer great service, are committed to customer satisfaction and actively support and uphold the City's mission and values. Professionalism, tact, and strong interpersonal skills are important to be an effective and efficient team member. Day to day responsibilities are unique to each role but contribute to a common direction and a collaborative work environment. Regular attendance is essential for continuity, productivity, and success. Practicing good judgement which exemplifies integrity is essential. Employees are to be responsible and accountable for their work and treat others in a respectful and supportive manner. The City encourages employees to develop themselves professionally and personally.

A. SUMMARY:

This position oversees and implements public information and communications efforts, performs projects such as documentation of work processes, policy, financial or demographic studies, surveys, analysis, and research. The Communications Manager will provide support with technical problems and issues; meeting support; and provides technical support to employees regarding the use of computers, networks, hardware, and software. Serves as a member of the City's management team. This role requires excellent problem-solving skills and thorough knowledge of network administration and architecture.

B. SUPERVISION RECEIVED AND EXERCISED:

Work is performed under the general guidance of the City Manager. The employee works independently in administering a complex area of responsibility and confers with supervisor for professional advice. Work is accomplished within a broad framework, with authority and responsibility in area of service. Periodic reviews of work performance are conducted in terms of expected results.

C. EXAMPLES OF DUTIES: The duties listed here are intended for illustration. The omission of any assignment does not exclude it from the position.

1. Plans, leads, organizes and controls external communication efforts assigned to this position to ensure consistency in presenting City information to the public in a timely and effective manner.
2. Serves as a key advisor and assists City departments in planning and executing communication and public relations efforts in order to achieve the same objective.
3. Oversee Employee Recognition Program
4. Manages the City's interaction with news media, issuance of media releases, and respond to media inquiries, with the assistance of consultants as needed. Serves as Public Information Officer for the City and as part of emergency operations.

5. Help develop IT policies, procedures, and implementation.
6. Coordinates and oversees citywide communications projects such as the City Newsletter, e-news, social media and other avenues to promote the City's image and effectively communicate City issues, actions, and services.
7. Develop communications tools for construction outreach, water quality or emergency response; police department press releases, severe weather alerts, and other news stories.
8. Ensures that a collection of electronic file materials is maintained, such as photographs and other informational material, for use in City efforts in promotion, education and recruitment.
9. Prepares draft press releases and coordinates with involved department(s) to achieve final edited and approved products.
10. Oversees the development and maintenance of the official City web site and the host of the site by the contracted consultant.
11. Manages additional consultants as necessary to provide communications assistance.
12. Develops and recommends new communications methods and enhancements to better achieve City goals, including fostering the organization's values and marketing City services to residents, community groups and other external organizations
13. As assigned, conducts special studies and prepares analyses or reports related to a variety of policies, procedures, cost effectiveness, service delivery, community engagement, and external communications
14. Prepares and may conduct fact-finding analysis and assemble documents for decision support.
15. Presents reports orally and in writing. Collaborates on studies and any related implementation efforts with appropriate City officials, staff and other government entities.
16. Develops proposed plans and policies for the City, subject to the review/approval of City Manager or designee.
17. Represents the City on inter-jurisdictional work groups and task forces and present related policy/program options and analysis to supervisor and/or other City officials.
18. Serve as a professional resource to various organizations and committees.
19. Participates in the City's Emergency Operations Center and functions as the City's Public Information Officer, among other duties and assignments, during disasters and emergencies.
20. Occasional attendance at night meetings and weekend work is required; assists with City events as needed.
21. Organizes and maintains internal communications efforts.
22. Continues professional education and growth through membership in appropriate professional organizations and attendance at appropriate conferences and training opportunities as time and budget allow
23. Willing to be trained and have the aptitude for an interest in new technology as it comes available.
24. Performs other duties including leading special projects or initiatives as directed by the City Manager
25. Assists other staff in the performance of their duties as assigned

D. QUALIFICATIONS

Knowledge of:

- Project management and public information principles and practices, and letter and report writing.
- Public administration and local government services and processes
- Microsoft Excel (spreadsheet software), Microsoft Word (word processing software), presentation graphics, website content or other special applications used by the City.

- Department or division policies and procedures in order to provide assistance, exchange information and solve problems
- Oregon Revised Statutes that affect municipal government
- Solid understanding of switches, routers, and phone systems
- Solid background in network administration and architecture.
- Familiarity with access control models and network security.
- Knowledge of coding languages for scripting.
- Proficient in Windows and possess the ability and confidence to provide excellent desktop/email/printer/ support to end users.
- Solid Office 365 experience.
- Experience with monitoring systems.

Ability to:

- Exercise independent judgment within established procedures
- Apply policies and procedures
- Interpret to public and other departments or division information requiring a thorough knowledge of department or division policies and procedures
- Effectively communicate clearly, tactfully, and courteously
- Demonstrate strong organizational skills and strict attention to detail and process
- Prepare professional correspondence, reports and presentations.
- Use database, calendar, word-processing, and other organizational office computer software effectively
- Gather and sort relevant information from various sources and records successfully.
- Communicate effectively and professionally with diverse audiences, including the public and City personnel at all levels
- Resolve conflicts and maintain harmonious working relationships throughout the organization and with other agencies and departments
- Read and write a variety of documents, including correspondence, proposals, and other persuasive and informative materials
- Maintain accurate records
- Maintain regular job attendance and adherence to working hours
- Operate a motor vehicle safely and legally

E. WORK ENVIRONMENT/PHYSICAL DEMANDS

Essential duties require the following physical abilities and work environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit at a workstation for extended periods, the employee will typically perform in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with some telephones, personal interruptions and background noises.
- Ability to use hearing and speech to make presentations to large audiences and carry on conversations over the phone and in person.
- Near visual acuity to read printed materials and computer screens.
- Occasional ability to lift, carry, and put away parcels weighing up to 30 pounds each.

EXPERIENCE AND EDUCATION

Experience

Three (3) years experience in communications, marketing, government, legal, public relations, or business setting.

Education

High school diploma or general education degree (GED) or higher; preferably an Associate's degree in communications, marketing, business, or a related field or three (3) years of related work experience; or any equivalent combination of education, experience, and training which demonstrates the required knowledge, skills, and abilities.

LICENSE AND CERTIFICATE

Possess and maintain CJIS security clearance within (6) six months of appointment.
Oregon Driver's License with good driving record required for use of City vehicle.

Desirable Qualifications

Experience in local government preferred.