

COMMUNICATIONS COORDINATOR

Job Description

Direct Supervisor: Administrative Services Director

Date: November, 2021

FLSA Status: Exempt

Work Location: Hybrid

Position Summary

This is a highly collaborative position responsible for agency communications using specialized knowledge and skills obtained through education and experience to implement, maintain and manage internal and external communication efforts and to implement the agency's marketing plan.

Essential Job Duties:

1. Coordinate and monitor communications between the agency and the public.
2. Maintain the agency's websites and social media accounts.
3. Serve as a contact for media inquiries and requests for information. Disseminate information when necessary in response to media inquiries.
4. Develop and maintain relationships with the local media, including newspaper and electronic outlets.
5. Assist agency staff in planning, publicizing, and implementing agency events or activities such as annual meetings, driver and all staff meetings.
6. Provide creative support for internal and external communication efforts including print publications, web sites, electronic communication, community engagement, media and video productions.
7. Take the lead in the production and distribution of regular and special agency publications (i.e. newsletters, social media postings, annual reports, marketing leave behinds, project specific reports).
8. Attend agency meetings and events to gather information and media for publication.
9. Prepare information briefing materials as necessary for agency stakeholders and partners.
10. Maintain positive working relationship with staff, contractors, member governments, funding sources, and general public.
11. Perform additional duties as assigned by Department Directors and/or the Executive Director.

Knowledge, Skills and Abilities Required

- Strong organization, communication, and interpersonal skills
- Demonstrated skills in writing and editing the English language
- Ability to work with diverse stakeholder groups
- Demonstrated success in implementing strong communication campaigns
- Thorough knowledge of media operations
- Experience with web design, publication, and graphic design
- Extensive knowledge of social media and emerging communication platforms
- Competencies in desktop publishing skills and graphic production and design
- Experience with gathering and editing images and video
- Ability to adapt to emerging technologies
- Possess good problem solving skills and reasoning ability
- Excellent time management skills
- Knowledge of agency personnel policies and procedures
- Excellent customer service skills
- Ability of maintain confidentiality of SWIPCO, member governments, and clients
- Ability to prioritize work
- Ability to proficiently operate a variety of office equipment
- Ability to type accurately
- Ability to maintain orderly records/files
- Ability to work with people from various backgrounds
- Ability to follow instructions
- Ability to conduct business in a professional manner
- Ability to travel occasionally for work

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- Must have the ability to safely exert 20 pounds of force occasionally, and/or up to 10 of force frequently. Requires walking or standing to a significant degree; or requires sitting most of the time but entails pushing and/or pulling of arm or leg controls (PCP Test Level 2).

Minimum Educational/Physical Requirements

- A bachelor's degree in communications, marketing, journalism, English, public relations or related field or three years' work experience in a similar role.
- Excellent computer knowledge and experience with MS Office Suite.
- Must have a current valid driver's license.
- Must take a post offer Physical Capacity Profile and achieve a minimum of a Level 2. Re-testing will occur at least every 5 years or as required by the SWIPCO return to work policy following an absence due to sickness or injury.

****This position's work station is designated as "Hybrid" on SWIPCO's telework eligibility metric. This means that based on the discretion of SWIPCO and the ability of the employee, at least part of the normal work week may be performed remotely away from the SWIPCO office. A sufficient work station will be provided at SWIPCO and by the employee off-site. This arrangement shall be in accordance with the SWIPCO Telework Policy and an individualized Telework Plan.****

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in employed in this position. SWIPCO/SWITA reserves the right to revise the functions and duties of the position, or require additional or different tasks be performed when circumstances change.

I have read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me.

Employee's Signature

Date

Employer's Signature

Date