

JOB DESCRIPTION

JOB TITLE: Information and Communication Specialist
BUILDING / DEPARTMENT: Hybrid To Meadville
REPORTS TO: Executive Director

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FLSA STATUS: Non- Exempt
DIRECTLY SUPERVISES: 0

OBJECTIVE:

To amass data, upcoming events and reports and utilize them to develop and provide approved strategic communication to stakeholders including elected officials, board members, community groups, government agencies, internal staff and economic development groups, etc., to advance the cause of the public workforce system through relevant and effective research and communication. Communication including emails, newsletters, outreach materials, surveys, outage communication, crisis communication, press releases, website content, social media and other manners as needed.

RESPONSIBILITIES

The essential functions of the job include but are not limited to the following:

1. Communication – Internal and External
 - a. Collection, preparation, and development of content for organizational and project reports, briefings, presentations, and visual materials for a range of audiences.
 - b. Responsible for attaining approval of local workforce content by the PA Department of Labor and Industry prior to publication.
 - c. Maintenance of ongoing communications calendar of upcoming content.
 - d. Writing and scheduling of social media posts.
 - e. Developing and maintaining a library of successes that demonstrate the value of NWPAs Job Connect.
 - f. Ensuring communications are consistent in design and tone.
 - g. Conduct coordination of information required for grant reporting.
 - h. Writing and coordinating articulate and accessible content for web and print.
 - i. Managing the distribution of outreach and communications materials through print and media channels as outlined in the Communications Protocol.
 - j. Coordinating and preparing toolkits, media kits, and resource packages.
 - k. Staff Liaison for Communication Committee and ongoing public relations efforts.
 - l. Attend training/seminars to support professional development.
 - m. Oversee, approve, and submit press releases to media outlets.
 - n. Ensure outreach materials are compliant with the guidelines (common identifier policy, communication protocol)
 - o. Prepare and distribute all communication to the board, in coordination with PFP staff, including board agendas.
 - p. Approve social media posts for NWPAs Job Connect and PA CareerLink® of NWPAs
 - q. Create content for the NWPAs Job Connect website and be the point person for website updates and editing
 - r. Required reporting to the state and board including but not limited to the Annual Report, satisfaction surveys and success stories.
2. Research
 - a. Compile research of local and regional trends.
 - b. Develop processes and tools to support communication of research outputs to stakeholders.
 - c. Assist in gathering information for and drafting grant applications and reports.
3. Stakeholder Management
 - a. Track partnership commitments (meetings, grant support, etc.).
 - b. Develop and Maintaining mailing lists.
4. Support
 - a. Provide clerical support to NWPAs Job Connect Board and Committees as required.
 - b. In conjunction with the Admin Assistant/Board Coordinator, prepare informational packets for NWPAs Job Connect Board and Committee meetings as needed.
 - c. Update contact information for stakeholders, Board, CLEOs, Staff, and Partners in databases.
 - d. Attend training/seminars to support professional development.
 - e. Perform other assigned duties as required for the success of the organization.
 - f. Cross train with the Administrative Assistant.

OTHER DUTIES

- Proofread, edit and format documents for publication, as requested.

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- Maintain updated contact information for all professional contacts in shared address book.
- Serve as in-office IT contact.
- Perform all other duties as required.

QUALIFICATIONS

EDUCATION/EXPERIENCE AND/OR TRAINING

- Associate's Degree or equivalent experience.
- Two to three years of related training or experience.
- Bachelor's or Master's degree in Communication or Data optional but desirable.

KNOWLEDGE, SKILLS, AND ABILITIES

PROBLEM-SOLVING SKILLS : Identify problems, inform others, and provide information to assist with solving the problem.

VERBAL COMMUNICATION SKILLS: Excellent verbal skills to transfer information with co-workers or customers.

WRITTEN COMMUNICATION SKILLS: Complete and maintain documentation/records. Attention to detail.

MATH SKILLS: Addition, subtraction, multiplication, division, percentages, ratios.

TIME MANAGEMENT: Excellent time management skills and ability to meet deadlines.

COMPUTER SKILLS

- Database and contact management software
- Desktop publishing
- Internet/e-mail
- Social media
- Presentation software
- Spreadsheet software
- Word processing software
- Survey software
- Website functionality

TOOLS AND EQUIPMENT: General Office Equipment

MENTAL DEMANDS (Typically required on a regular basis to successfully perform the essential functions of the job.)

- Concentration/Attentiveness
- Manage Multiple Projects/Tasks
- High Level of Record Keeping
- Read and Comprehend Instructions
- Respond to Unpredictability
- Organize and Prioritize Independent Judgment and Discretion
- Relate to others

PHYSICAL DEMANDS (Typically required on a regular basis to successfully perform the essential functions of the job.)

- Ability to stand (less than 25% time on job)
- Ability to walk (less than 25% time on job)
- Ability to sit (prolonged periods)
- Ability to lift up to 30 lbs (less than 25% time on job)
- Ability to carry up to 30 lbs (less than 25% time on job)
- Reaching at high or low level
- Repetitive finger movement
- Ability to use both hands
- Ability to communicate orally
- Ability to hear conversation
- Ability to climb stairs

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS (Typically required on a regular basis)

This position **typically** requires work in a normal office environment. Travel throughout the six (6)-county region will be required as needed. Scheduled days to work in the office vs the hybrid work of at home will also be required. Generally, any travel or days at the Meadville office will be scheduled in advance when able.

PERSONAL PROTECTIVE EQUIPMENT (Typically required on a regular basis)

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This position *typically* does not require the use of personal protective equipment.

LOCATION

This position is hybrid to Meadville, PA. Time will be required as needed and also on a recurring basis in the Meadville office. There will also be occasional travel throughout the six county region of Erie, Crawford, Clarion, Warren, Forest and Venango. The work is often done remotely, but office time and travel will be required as part of the position.

Salary

Range starting at \$40,000

Equal Opportunity

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

Stevens Amendment

This position is 100% supported by the PA Department of Labor and Industry of the U.S. Department of Labor as part of awards totaling \$7,057,036.44 with 0% financed from non-governmental sources.

References may be checked as part of the interview process.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technical development).

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of Supervisor/HR Representative

Date