

Communications Coordinator/Mayor's Assistant

The City of Bryant is accepting applications for **Communications Coordinator/Mayor's Assistant**. Wages for this position range between \$41,449 - \$51,811 depending on experience. Applications may be completed online at www.cityofbryant.com. A city application must be completed and submitted to be considered for this position. Position closes at 5:00 p.m., August 3rd, 2022 or until filled. The City of Bryant is an Equal Opportunity Employer.

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential: these include, but are not limited to, attendance, getting along and communicate well with others, ability to provide great customer service, working a full shift, dependability, leadership, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent t/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible

GENERAL DESCRIPTION OF POSITION

Coordinates communications between the city government and the residents. Acts as a liaison between the city administration and the community. Extensive use of press releases and other means of communication to ensure the public is informed. Responsible for city website information upkeep and managing notifications for city events, including council workshops and meeting agendas. Provides scheduling, planning, and organizational assistance to the Mayor's office and occasionally the City Attorney.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides leadership, direction, and oversight of strategic communications planning, media, public relations, issues management and social media.
2. Develops or ensures the development of communication materials, including brochures, flyers, newsletters, press releases, social media announcements, and other information materials needed to inform members of the public to present the position/views of City Government.
3. Oversees response to media inquiries; ensures the city responses meets deadlines and established practices and reflects the policy and position of the City.
4. Responsible for making changes and updates to the City of Bryant Website, working closely with department heads to gather pertinent information.
5. Plans and directs the City's social media components; develops strategies for positioning the city and its services online through digital marketing and social media outreach.
6. Coordinates with other City Departments to create print and digital content for educational and promotional purposes.
7. Makes public presentation as needed to the Council, or other boards.
8. Councils the Mayor, City Attorney, and Department Heads concerning public relations aspects of policies, procedures, practices, programs and actions; consults with management on problems affecting organization communications and formulating policies that strengthen community relations.
9. Directs and coordinates special events and projects as assigned by the Mayor.
10. Coordinates City Council and workshop meeting agendas.

11. Acts as a liaison between the Mayor and Staff Attorney with numerous organizations the city collaborates with as well as residents.
12. Coordinates media, press releases, and social media information on behalf of the Mayor's office, utilizing email, phone, and web site notification systems.
13. Manages and coordinates the Mayor's and Staff Attorney's schedule.
14. Must maintain knowledge about City events and processes in order to respond to public inquiries. Forwards inquiries to appropriate official when needed.
15. Prepares memoranda regarding public complaints, concerns, FOIA requests for distribution to appropriate officials and/or department heads.
16. Manages City Hall interns and, as needed, volunteers.
17. Answers telephone calls on Mayor's behalf; receives visitors for Mayor and Attorney.
18. Prepares and receives all mail on behalf of Mayor and attorney.
19. Maintains and organizes files containing correspondence and other documents.
20. Operates a computer with digital media editing software, graphics spreadsheet, and word processing.
21. Represents the Mayor at meetings as needed.
22. Responsible for the coordination of city events including but not limited to management training and meetings, community conversation sessions, staff development and all other city hosted events.
23. Creates all purchase orders for the Mayor and Attorney.
24. Must have regular and punctual attendance and have the ability to work overtime as needed.
25. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 4 years related experience and/or training, and 12 to 18 months related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to read a limited number of words and recognize similarities and differences between words and between series of numbers; ability to write and speak simple sentences as a means for basic communication. Ability to read and understand simple instructions, short correspondence, notes, letters and memos; ability to write simple correspondence. Ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence. ability to effectively communicate information and respond to questions in person-to-person and small group situations

with customers, clients, general public and other employees of the organization. Ability to read, analyze, and understand general business/company related articles and professional journals; ability to speak effectively before groups of customers or employees. ability to write reports, business correspondence, and policy/procedure manuals; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format; ability to effectively present information to top management, public groups, and/or boards of directors. ability to read, analyze, and understand the most complex documents; ability to respond effectively to the most sensitive inquiries or complaints; ability to write speeches and articles using original or innovative techniques or style; ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Valid Arkansas Drivers License

Digital media editing experience

Ability to use proper grammar, vocabulary, spelling, and punctuation in communications.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Mastery: Contact Management, Word Processing/Typing

Intermediate: Database, Other, Presentation/PowerPoint, Spreadsheet

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Programming Languages

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of large organizational component and the organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (3-7) of employees, usually of lower classifications. Assigns and checks work; assists and instructs as required and performs same work as those supervised, or closely related work, a portion of the time. Content of the work supervised is of non-technical nature, but presents numerous situations to which policies and precedents must be interpreted and applied.

Supervises the following departments: City Interns

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in

taking action for a department and/or total organization.

PUBLIC CONTACT

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of extreme importance and failure to exercise proper judgment can lead to substantial losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Normal working conditions as found within an office setting, wherein there is controlled temperature and a low noise level, plus a minimum of distractions.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to stand, walk, use hands to finger, handle, or feel; frequently required to sit, reach with hands and arms; and occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; and peripheral vision.

ADDITIONAL INFORMATION

Not indicated.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that I have read the Job Description for this position and understand the requirements, responsibilities, and duties therein. I have reviewed this Job Description with my supervisor and can perform the essential functions of the position. I have discussed any questions I may have had about this Job Description prior to signing this form.

Printed Employee Name _____

Employee Signature _____

Date: _____

Supervisor Signature _____

Date: _____

*2022 City of Bryant
Job Description for Communications Coordinator/Mayor's
Assistant*

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