

CERTIFICATION AND COMMUNICATIONS COORDINATOR

Recruitment #1701-4433-001

List Type	Exempt
Requesting Department	DEPT OF NEIGHBORHOOD SRVCS
Open Date	3/14/2017 1:15:00 PM
Filing Deadline	4/7/2017 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

This position is exempt from Civil Service and serves at the pleasure of the Commissioner-Department of Neighborhood Services.

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

PURPOSE

The Certification and Communications Coordinator position requires a unique blend of skills! If you are experienced in public relations; have a solid grasp of advanced desktop publishing, web design, and digital production; and have a keen interest in improving urban neighborhoods, you will find this role to be both challenging and rewarding.

Under the general supervision of the Commissioner and the Business Operations Manager, the Certification and Communications Coordinator acts as departmental spokesperson, oversees media relations, oversees all printed and electronic communications, facilitates continuing education requirements and credentialing for certified inspectors, and coordinates the Department of Neighborhood Services (DNS) response to open records requests.

ESSENTIAL FUNCTIONS

- Act as departmental spokesperson and oversee all communication with the media, citizens, community groups, and other agencies on behalf of DNS. Respond to inquiries regarding building codes, ordinances, enforcement activity, and DNS processes and programs. Produce public information campaigns, write news releases, and assist news media seeking information regarding the department. Coordinate media and promotional events with other departments or public groups.
- Produce and maintain all forms of electronic communication used by DNS. Serve as webmaster and public help desk manager for web pages and linked items on DNS website. Ensure consistency between printed and electronic documents. Assist Sections in updating their web content.

Certification and Communications Coordinator (Dept. of Neighborhood Services)

- Produce and maintain stock of all DNS printed materials, from forms and placards to brochures and newsletters, including bilingual items. Select and work with print vendors and translators to create departmental materials.
- Coordinate and facilitate the annual mandated continuing education requirements and license renewals of certified inspectors. Acquire staff code books and required items as new codes are updated. Coordinate the tuition benefit records for DNS staff.
- Coordinate the department's response to public records requests. Ensure timely and accurate response to escalated and highly-important requests, including gathering records and drafting communication to requesters.
- Liaise with other City departments, boards, and commissions; code groups; neighborhood and enforcement agencies; and public and private groups with regard to departmental goals.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- The person in this position must be willing and able to work outside standard business hours on occasion to respond to emergencies and represent the department.

MINIMUM REQUIREMENTS

1. Bachelor's degree in mass communications, marketing, public relations, journalism, public administration, or a closely related field from an accredited college or university.
2. Two years of public relations or similar experience that includes significant responsibility for using desktop publishing software to create and maintain website content.
3. Valid Wisconsin Driver License at the time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of public relations principles and practices, including media production, communication, and dissemination techniques and methods.
- Ability to accommodate production needs of local news media crews at news events.

- Effective written communication skills, including the ability to prepare compelling, audience-appropriate, error-free, and publication-ready correspondence, reports, forms, and brochures.
- Ability to set up and operate equipment such as digital cameras and video and audio recording systems.
- Knowledge of professional design, layout, and illustration software, and expertise creating and maintaining website content. Knowledge of state-of-the-art print production techniques.
- Proficiency using word processing, spreadsheet, presentation, and database software.
- Ability to approach projects with creativity and resourcefulness.
- Ability to learn building and construction techniques and City ordinances, state and international building codes, and related enforcement trends.
- Knowledge of budgets and the ability to track training and materials expenditures for the inspectional staff in order to maintain national accreditation.
- Ability to read and interpret work-related documents, such as business periodicals, technical publications, and legal documents.
- Oral communication skills in order to field questions from news media, various outside agencies, and citizens.
- Interpersonal skills and the ability to build and maintain good working relationships with a staff, City managers and elected officials, community partners, and the public. Ability to work effectively with language translators and print vendors on various projects. Ability to satisfactorily exercise supervision occasionally on a project basis.
- Critical thinking skills, including analytical and problem-solving skills as well as decision-making skills and sound judgment.
- Planning, organizational, and project management skills to be able to accurately maintain a large volume of records, handle multiple assignments simultaneously, adjust to changing priorities, and complete assignments in a timely manner.
- Professionalism, honesty, and integrity, as well as the ability to maintain confidentiality.

CURRENT SALARY

The current salary range (Pay Range 2FX) for City of Milwaukee residents is \$48,670-\$67,616 annually, and the non-resident salary range is \$47,476-\$65,957. *Appointment above the minimum is possible based upon qualifications and experience and is subject to approval.*

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE: The examination will be held as soon as practical after **Friday, April 7, 2017**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.