

Road Commission
of Kalamazoo County

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Kalamazoo, MI 49001
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JOIN AN AWARD-WINNING TEAM in PUBLIC SERVICE. The Road Commission of Kalamazoo County (RCKC) is seeking candidates for the position of **Communications Administrator**.

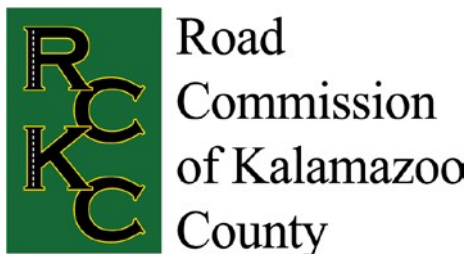
The **Communications Administrator** performs a variety of tasks related to servicing all internal and external customers; acts as a liaison between agency stakeholders and RCKC internal departments; and provides general administration services. Under the direct supervision of the Managing Director, provides public relations, community engagement and communications support to the full organization with a professional and positive attitude. Develops and implements communication strategies, campaigns, programs, and training to enhance employee and public awareness of the RCKC's positive role in the community.

The complete job description and additional qualifications are available on the RCKC website, www.kalamazooountyroads.com "We're Hiring" on our home page. Please send resume and salary requirements for the **Communications Administrator** position to hr@kalamazooountyroads.com or USPS to RCKC, 3801 East Kilgore Road, Kalamazoo, MI 49001. Candidates requiring confidentiality should so indicate. Please, no phone call position inquiries. Resumes are accepted until the position is filled.

Highlighted Benefits: Health & Dental Insurance, Life Insurance, Pension, 457 Plan (Optional), 10 Paid Holidays

EOE

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Communications Administrator

General Summary

The Communication Administrator performs a variety of tasks related to servicing all internal and external customers; acts as a liaison between agency stakeholders and RCKC internal departments; and provides general administration services. Provides public relations, community engagement and communications support to the full organization with a professional and positive attitude. Develops and implements communication strategies, campaigns, programs, and training to enhance employee and public awareness of the RCKC's positive role in the community.

Essential Functions

1. Assists with preparing and maintaining the calendars of events/meetings for public related functions.
2. Prepares and maintains a variety of records and reports associated with RCKC activities to ensure proper explanations to the public, including the annual report, brochures, etc.
3. Professionally and positively answers telephone calls and responds to routine inquiries and/or transferring the call to the proper individual, if unable to locate a response first. Prepares and responds to service requests. Returns citizen calls timely with information concerning their service issue, as instructed, or as provided by the RCKC team for an appropriate, timely response. Supports the administrative assistant team in this effort and answers telephone calls in this group.
4. Assists with completion, tracking and measures service request response to meet measurable goals of response/completion.
5. Develops, designs, and coordinates the production and distribution of print, electronic, broadcast, and other public relations, and promotional media. Responsible for the consistent branding of the RCKC.
6. Represents the RCKC to the media, responds to media inquiries, develops public information and news articles for print, electronic and broadcast media; prepares and issues press releases; and coordinates media briefings.
7. Assist with the development of communications/public relations training, monitors, and assists with all employee communication and public relations skills.
8. Participates in the design, development and delivery of presentations, publications, and social media platforms to general public, community organizations, employees, and other target audiences.
9. Develops, maintains, and updates social media channels for the RCKC. Manages all current or added RCKC social media accounts (Facebook, Twitter, etc.) including daily monitoring, posting and content development.
10. Assists in the maintenance and updating of the RCKC website.

11. Researches and prepares statements and other materials for the Board, the Managing Director, or designated staff members for internal and/or external presentations or publications.
12. Assists all departments with the development and execution of publications, charts and graphs, and special interest documents or literature.
13. Plans and, when approved, executes useful publicity and/or public service projects. Regularly prepares and releases to the media reports of formal actions of the Board and such timely public service notices as road closings, weight restrictions, etc.
14. Plans, develops, and implements marketing campaigns and communication strategies with the Managing Director or designee to promote awareness of the RCKC's role to the general public, community organizations, employees and other target audiences.
15. Plans, develops, and coordinates special media materials such as news releases, feature stories, newsletters, pictures or public relations or public service efforts and maintain appropriate files.
16. Obtains resource data, including where feasible results of RCKC's public relations or public service efforts and maintain appropriate files.
17. Prepares presentations for the RCKC team and as requested for public outreach, meetings, etc.
18. Prepares and completes public presentations for public outreach, meetings, etc. as assigned. These may include project informational meetings, joint meetings, clubs, community events, etc.
19. Handles difficult citizen resolution issues/service requests as requested, according to RCKC policies.
20. Assists with obtaining, tracking, and organizing photos for the RCKC for historical and public relation use and ensuring they are properly saved timely on the shared platform.
21. Assists in managing technology needs, including all virtual platforms.
22. Assists with communications tools, including being able to operate a Drone and construction camera technology. Obtaining all certifications necessary to support this effort.
23. Other duties as assigned.

Duties are not listed in order of priority, are typical of duties and responsibilities that may be performed by the person holding this position and will be done at the direction of the supervisor within the organizational chart. Duties may be added, deleted, or modified at any time. They are not to be construed as an exhaustive list of all job duties.

Employment Qualifications:

Education: Possession of an Associate's Degree with a major in communications, journalism, public administration, or related field.

Preferred Experience: A minimum of 2 - 3 years of public and community relations experience with strong writing skills and innovative public relations ideas. A minimum of 2 - 3 years of administrative experience including Adobe COMMUNICATIONS ADMINISTRATOR

Illustrator, Adobe InDesign, Website maintenance, Microsoft Word, Microsoft Excel, and Microsoft Outlook. Key abilities and characteristics include strong, positive customer service and communication skills, strong organizational skills, ability to multi-task and prioritize, positive attitude, proven leadership skills, proven planning skills, and ability to work well in a team environment.

Other Requirements:

Position requires possession of a valid driver's license.

FLSA Status: Non-exempt

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements:

This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements:

Ability to enter and retrieve documents from office filing systems.

Bending, kneeling, stooping, and crouching to file and retrieve items from file cabinets and shelves.

Ability to sit for long periods to enter data into a computer.

Ability to enter and retrieve information from a computer.

Ability to access maps and other records and documents of the commission.

Ability to operate various office equipment.

Ability to utilize various software maps and drawings.

Ability to operate an automobile, construction camera, Drone

Ability to walk over uneven terrain for field work

Working Conditions:

Works primarily in office conditions.

May work outdoors.

May travel throughout the county.