



Communications/ Administrative Assistance  
Administration

## **JOB SUMMARY**

Under the supervision of the County Administrator/County Clerk and in cooperation with Department Directors, the Communications / Administrative Assistant will pursue opportunities to promote the County, develop and maintain an awareness of County programs and events, provide administrative support, and regularly contact various groups, associations and news media.

## **MAJOR DUTIES**

- Serves as the County's liaison to the general public regarding information and marketing; Improves citizens' knowledge and problem-solving skills.
- Assists County Departments in conjunction with Human Resources to market position openings.
- Works with all departments to market County resources and events
- Answers the phone, greets visitors, and refers them to the proper staff members.
- Maintains department files in accordance with records retention policies.
- Responsible for gathering supplies, coordinating, and setting up events throughout the year.
- Performs all other related duties as assigned.
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## **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of and ability to facilitate meetings
- Considerable knowledge and experience in the following areas: social media, media relations, public speaking and communications.
- Experience in branding guidelines.
- Experience in video editing.
- Experience with a variety of communications tools, including newsletters, websites, press releases, blogs and other social media.
- Must be able to meet tight deadlines, work well under stress and be detailed oriented.
- Must demonstrate a strong sense of initiative and be able to perform work independently.
- Knowledge of or ability to gain knowledge of county government and other related information about departments and services within the county.
- Must be proficient in the use of Microsoft Office suite products and Adobe Photoshop and Light room.
- Knowledge of effective and proper communication principles including oral and written communication.
- Knowledge of customer service and media relation methods and techniques.
- Knowledge of communication techniques and strategies to facilitate responding to inquiries and routing calls and customers to the appropriate staff member.

- Skills in record keeping.
- English usage, spelling, grammar, and punctuation.
- Demonstrating positive customer service communications with both internal and external clients.
- Working cooperatively with all administrative staff, County Officials, and outside agencies.

## **SUPERVISORY CONTROLS**

The County Administrator and County Clerk assigns work in terms of general instructions, spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include using social media and other means of engagement to ensure an understanding of government operations.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied management duties. The variety of county operations contributes to the complexity of the work.
- The purpose of this position is to engage citizens in the operation of county government. Successful performance ensures the effective and efficient operation of the county government and affects the quality of life for county residents and visitors.

## **CONTACTS**

- Contacts are typically with co-workers, elected and appointed officials, city and county management and members of the general public.
- Contacts are typically to give or exchange information, provide services and resolve problems. Contacts with local businesses and developers.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.
- May be required to travel to meetings throughout the County.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has no supervisory responsibilities.

## **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education, or a combination of education, experience and skills that meet the prerequisites of the position.
- Experience sufficient to thoroughly understand the work and be able to answer questions and resolve problems, usually associated with one to three years' experience or service