



# CITY OF DeBARY, FLORIDA

## Employee Job Description

### COMMUNICATIONS SPECIALIST

**Department:** Position #122

**Exempt:** No

**Reports To:** Communications & Government Affairs Director

**Pay Grade/Wage:** 12

**Position Type:** Full Time

**Hours:** 40 hrs/week

#### Job Summary:

As the first contact with the City of DeBary for citizens and local businesses, the Communications Specialist welcomes visitors, answers calls, and assists in resolving issues in the community. In addition, this position assists the Communications and Government Affairs Director with media, promotion, and government affairs responsibilities.

#### JOB DESCRIPTION

##### DUTIES & RESPONSIBILITIES

*The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.*

- Represents the City in a positive and welcoming manner through communication with external customers in person, writing, telephone or email.
- Greets visitors to City Hall and direct to the appropriate department as needed with notification to staff.
- Answers telephone calls to City Hall's main number and transfer to appropriate department.
- Communicates with supervisors and peers to exchange information in person, writing, telephone or email.
- Creates specific, relevant and time-based postings related to the community on various social media platforms (Facebook, Instagram, Twitter, Quartz).
- Conducts research pertaining to government affairs and grants.
- Drafts marketing and media materials and coordinates press visits.
- Develops call and complaint reports for management review and analysis.
- Assists Growth Management, Parks and Recreation and other departments as needed.
- Performs other job tasks as assigned.

##### MINIMUM QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner and successfully pass a background check. The requirements listed below are representative of the knowledge, skills, and /or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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### EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree from an accredited college or university in Public Affairs or Communications, or related area of study.
- Three or more years of customer service experience.
- An equivalent combination of education, experience and training which provides the required knowledge, skills and abilities may be considered for minimum requirements.
- Social media, graphic design, AP style writing, grants research and working with local and/or state government experience preferred.

### KNOWLEDGE, SKILLS & ABILITIES

- Ability to be an active listener giving full attention to what other people are saying, asking questions as appropriate and not interrupting at inappropriate times.
- Skilled at actively looking for ways to offer assistance.
- Critical thinking skills using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to communicate information and ideas in speaking so others will understand.
- Skilled at providing excellent customer.
- Ability to perform multiple tasks and projects simultaneously with efficiency.
- Ability to work with individuals and businesses to solve problems in a professional and courteous manner.
- Knowledge of and capability to learn new technology programs quickly.
- Ability to write in a professional manner using appropriate vocabulary, spelling, grammar, punctuation and sentence structure.

### CERTIFICATES, LICENSES, REGISTRATIONS

Possession of a valid Florida driver's license or ability to obtain one within four weeks of hire.

### WORK ENVIRONMENT/ADA

While performing the essential functions of this job the employee will work in a normal office environment with a frequent need to move about, sit, communicate, operate computers, and other office equipment during the course of the workday.

Acknowledgement of receipt of Job Description.

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Employee Signature

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Employee Printed Name

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Date