# CITY OF DeBARY, FLORIDA
## Employee Job Description

### COMMUNICATIONS SPECIALIST

| Department: | Position #122 | Exempt: | No |
|---|---|---|---|
| Reports To: | Comm. & Gov't Affairs Dir. | 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.

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### QUALIFICATION REQUIREMENTS:

Bachelor's degree from an accredited college or university in Public Affairs, Communications or related field, a minimum of three (3) years customer service experience or an equivalent combination of education and experience, and previous experience in social media, graphic design, AP writing style, grants research and public service 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.

- Ability to write in a professional manner using appropriate vocabulary, spelling, grammar, punctuation and sentence structure.

### CERTIFICATES, LICENSES & REGISTRATIONS:

Professional Certifications may be required for this position in support of related functional areas of responsibility.

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**WORK ENVIRONMENT/ADA:**

**Physical Demands:** Work involves sedentary to light work in an office setting. There is frequent need to sit, talk, hear, use the hands and occasionally lift moderately heavy objects (up to 25 pounds) and perform other similar actions during the course of the workday.

**Environmental Factors:** Inside work. Essential functions are regularly performed without exposure to adverse environmental conditions.

_____         _____         _____
Employee Signature                                    Employee Printed Name                              Date