

Communications and Administrative Coordinator Tompkins County

Department: Recycling and Materials Management

Classification: Competitive

Labor Grade: 13

Approved: 9

Revised: 9/02; 10/02; 09/12

By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- a. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's degree in communications, public administration, marketing, business administration **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in communication, office management and/or administration; **OR**
- b. Graduation from a regionally accredited or New York State registered two year college with an associate's degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer experience) in communication, office management and/or administration; **OR**
- c. Any combination of training and experience equal to or greater than that described in (a) or (b) above.

DISTINGUISHING FEATURES OF THE CLASS

This position involves responsibility for assisting a department head or administrator by coordinating office management, public communications and administrative functions. Duties include, but are not limited to, program planning and implementation, supervision of administrative staff, management of all aspects of customer service and communications, and program budgets, record- keeping and reporting. This work encompasses a wide variety of activities and projects and the incumbent is generally subject only to administrative controls. Guidelines and policies are available as broadly-stated program objectives and the incumbent is regularly required to initiate new procedures and methods. Wide leeway is allowed for the exercise of independent judgment. Supervision is exercised over the work of administrative staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES

Manages department customer service and internal and external communication;
Develops methods for increasing public knowledge of department services;
Provides information through the media, website, printed materials, displays, events, advertisements and social media;
Maintains communication with other County agencies and departments to assist in solving mutual problems and to develop improved services;
Assists in the formulation of department policies and procedures;
Supervises assigned staff;
Prepares presentation materials to assist the Department Head at Legislative meetings, community groups and other public forums;
Develops and implements short and long-term communication plans and strategies for the organization to inform, enhance and serve the public;
Plans, writes and disseminates press releases and articles;
Produces content for print and website including brochures and newsletters;
Coordinates and supervises the maintenance of agency payroll, personnel information, attendance record;
Supervises the requisition, purchase, receipt and inventory supplies, equipment and maintains inventory records;
Prepares and tracks the annual budget for administrative and public communication costs;
Prepares funding proposals for grants and reimbursement reports;
Develops and maintains department service contracts and agreements;
Maintains a repository of public information (e.g. press articles, ads);
Updates and maintains the department website working with team members;
Supervises and participates in sponsored events;

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS

Thorough knowledge of current principles and practices of public communications and business administration;
Thorough knowledge of the organization, functions, laws, policies, regulations, programs and goals of the agency to which is assigned;
Excellent communication and interpersonal skills;
Ability to work effectively with municipal and business officials, private citizens, community groups, the media and private contractors and consultants;
Ability to effectively communicate through a variety of means, including the media, internet, printed and spoken word;
Ability to effectively use desktop publishing software, develop power point presentations and other communication tools;
Ability to handle complex administrative details;
Ability to plan, assign and review the work of others;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to meet tight deadlines and work flexible hours;
Sound professional judgment in solving complex administrative problems;
Tact, initiative, resourcefulness, courtesy, creativity and teamwork are required;
Physical conditions commensurate with the demands of the position;

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