



## **JOB DESCRIPTION**

### **Administration & Communication Coordinator**

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**JOB TITLE: Administration & Communication Coordinator**

**DEPARTMENT: Administration**

**REPORTS TO: Director of Administration**

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**WORK OBJECTIVE:**

Provides administrative and communication support for the Township on behalf of the Director of Administration, Township Manager, and Board of Supervisors. Ensures that established organizational and departmental guidelines, procedures, and regulations are followed to maintain efficient office operations. Work is performed under general direction with moderate latitude in the use of initiative. Position relies on experience and exercises independent judgment based on subject-matter expertise in the area of specialization.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Composes and edits a variety of correspondence – memos, letters, presentations, reports, and other materials ensuring accuracy
- Provides digital content to the Township’s Township website and social media outlets on a regular basis by creating engaging text and visual images for mass notification – news, events and emergency alerts – that highlight Township operations, objectives, events, programs, issues and accomplishments
- Uses a variety of presentation and social media formats, i.e. Facebook, website and YouTube to communicate effectively to the Community
- Works with Special Events Coordinator to promote and stimulate interest in Township events; works with department heads to publicize items of public interest
- Participates in public relations events, such as Community Days and other related community outreach events - concerts, movies-in-the-park, Turkey Trot 5K, etc. - in collaboration with other staff. Researches opportunities for new community outreach
- Filters, disseminates, and responds to emails from the Township’s general mailbox
- Prepares content, layout and design support for the bi-annual newsletter and event materials, including editing drafts

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- Calendar management for meetings and park facilities use, including maintaining reservation calendars; schedules appointments, provides confirmation and follow-up as needed, and resolves scheduling conflicts
- Processes park permit reservations, notifies affected departments (Public Works/Police)
- Manages the coverage of meetings to include recording of minutes, compiling and distributing meeting agendas and associated materials, distributing meeting materials to Board of Supervisors, various Committees and appropriate staff members
- Schedules newspaper and online advertising to include information on meeting dates, hearings, bids, budgets, employment openings etc.
- Maintains files and records ensuring compliance with established policies and regulatory guidelines
- Assists with processing Right-to-Know requests
- Manages the Township's memorial program
- Assists with human resources support (i.e. enrollment submissions, reporting claims, assisting with new hire paperwork compilation/distribution, etc.)
- Coordinates mailings to residents
- Enforces established policies, procedures, and regulations of the area of assignment; ensures all administrative work performed is properly recorded, filed, and processed according to department policy and procedures
- Demonstrates professional courtesy, tact and diplomacy, and excellent customer service when communicating with residents, staff and consultants
- Assists with project management and grant applications as needed
- Other duties and projects as assigned

#### **Supervision:**

- None

#### **MINIMUM QUALIFICATIONS:**

Bachelor's Degree preferred with major emphasis in communication and/or marketing (the preparation of information, educational, and promotional materials), supplemented by five or more years of progressively responsible administrative and communication experience, municipal experience preferred; or an equivalent combination of education, certification, training, and/or experience. May be required to have a valid Pennsylvania state driver's license. May be required to have or obtain additional formal industry certification(s) based on area of assignment.

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#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to communicate effectively orally and in writing
- Proficiency in grammar use and proofreading skills
- Proficiency using social media platforms and digital technology
- Ability to design visually appealing communication materials – using text, graphics, photography, document layouts, and other design elements
- Ability to deliver creative social media content
- Ability to organize work for timely completion
- Knowledge of clerical procedures and systems such as managing files and records and other office procedures and terminology
- Knowledge of principles and processes for providing outstanding customer service
- Knowledge of legal, technical and other terminology commonly used in municipal government
- Skill in working independently, problem solving and following through with assignments
- Ability to operate a computer using Microsoft Office products (Word, Outlook, and Excel), graphic design software and applicable department/organization specific software
- Ability to establish and maintain effective and collaborative working relationships with those contacted in the course of work
- Ability to provide service in a courteous, prompt, and efficient manner
- Ability to regularly attend work and arrive punctually for designated work schedule

#### **PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking.

#### **ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

#### **SENSORY REQUIREMENTS:**

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.