



Incredibly Close  Amazingly Open

## Job Description

**Job Title: Assistant to the Village Administrator / Communications Manager**

**Department:** Village Administrator's Office

**Education Required:**

Combination of education and experience in the field of Public Administration, Communications, or related discipline. A four-year college degree in Public Administration or related field is required and a master's degree in public administration or related field is preferred.

**Type of Position:**

- Full-time
- Part-time
- Intern

**Hours:** 40 hours/week

The position may require work beyond 40 hours per week.

- Exempt
- Nonexempt

**General Description:**

Under the direction of the Village Administrator, performs work related to the role of overseeing internal and external communications for the Village and serving as a liaison for certain Commissions and providing support for Village initiatives and special events.

**Essential Functions of the job:**

- Manages and oversees the Village's public communications, including overseeing ongoing website content updates and preparing website content, administering the Village's social media, newsletter and postcard layout and production, production and/or copy editing of significant documents; develops and designs graphics for use in Village publications; administers and conducts staff training on the Village's communications plan and style standards
- Plans, implements and manages an internal employee communications program, including regular employee communications, intranet and special communications projects
- Cultivates and maintains strong working relationships with the media, serves as primary public information officer for non-Public Safety matters, prepares press releases, responds to media inquiries, facilitates periodic media relations training
- Manages crisis and emergency communications in coordination with the Village of Administrator and public safety agencies.
- Assist in promoting community engagement efforts and enhancing the Village's public outreach.
- Promotes and leads continuous process improvement initiatives by reviewing and assessing business processes, seeking opportunities to improve efficiency, researching best and emerging practices, recommending and implementing process changes to improve the quality and/or cost of services provided in a customer-centric manner, champions integration of software and technology in business processes
- Supports and manages the Village's special events programs by serving as the Village's liaison to the Special Events Commission. Coordinate special events including, but not limited to, Morton Grove Days, Sustainability Expo, adopt a Planter, Community Garage Sale, and Santa Comes to Town.
- Serves as the liaison for the Village's Community Relations Commission, Advisory Commission on Aging, and Environment and Natural Resources Commission.

- Assists the Village in responding to customer service issues and coordinate training for staff to ensure the Village's standards and expectations are met.
- Provides oversight to the staff members who run the programming in the American Legion Civic Center including rentals and senior programming activities.
- Other duties as assigned.

**Safety and Risk Management Responsibilities:**

All employees are expected to exercise their responsibility for employee safety and risk management. Adherence to safety requirements is considered an important measure of employee performance evaluation. Employees are responsible for complying with all established safe work rules; reporting all accidents and injuries immediately and cooperating in all accident and injury investigations by supplying full and complete information; submitting recommendations for safety and efficiency, as well as reporting defective equipment and unsafe conditions; using safety equipment provided for personal use in performing daily work assignments; only operating equipment trained and authorized to operate; providing public protection from unsafe conditions and hazards resulting from municipal work operations; and participating in special safety activities such as departmental safety committees, job safety analysis, and special training sessions. Other responsibilities regarding employee safety are detailed in the Safety Manual under Sections 3.00 and 5.00, pages 7 and 9 respectively.

**Knowledge and Skills:**

Comprehensive skill, experience and knowledge with regard to communication, Village operations, and researching topics and developing recommendations for consideration by the Village.

**Supervisory Responsibilities:** This position provides some oversight to personnel serving in the American Legion Civic Center.

**Competencies:**

**Interpersonal Skills** - Maintains confidentiality; Listens to others without interrupting; Remains open to others' ideas and tries new things.

**Ethics** - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Maintains accountability.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently. Completes administrative tasks correctly and on time. Exercises sound decision making often without the benefit of complete information. Follows instructions and responds to management direction.

**Communication** - Listens and gets clarification; Responds well to questions; Speaks clearly and persuasively in positive or negative situations. Write clearly and informatively. Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed. Contributes to building a positive team spirit, Shares expertise with others.

**Adaptability** – Able to adapt to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent changes, delays, or unexpected events.

**Technical Skills** - Assesses own strengths and development areas; Pursues training and opportunities for growth; Strives to continuously build knowledge and skills; Shares expertise with others.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Computer Skills:** Working knowledge of Microsoft Office Products. Ability to use a variety of computer programs and websites in order to support the Village's communications and proficiency with graphic design programs such as Adobe InDesign, Illustrator, Photoshop, and Canva. Proficiency updating website content. Video creation and editing skills preferred.

**Other Qualifications:**

- Valid State of Illinois Driver's License

**Travel:** Some local travel may be required for the position.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk; sit; use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee must lift and/or move up to 25 lbs.

**Work Environment:**

The noise level in the work environment is usually moderate.