

**CAREERSOURCE CENTRAL FLORIDA
JOB DESCRIPTION**

JOB TITLE: Communications Support Coordinator
DEPARTMENT: Communications and Community Relations
REPORTS TO: Director, Communications & Community Relations
GRADE:
FLSA STATUS: Exempt

GENERAL PURPOSE:

Under the direction of the Director of Communications and Community Relations the Communications Support Specialist assists with CSCF's need to keep the community and stake holders informed by supporting the Departments community relations and community outreach efforts while tracking department funds, compiling reports, and maintaining positive interactions. Position is responsible for providing administrative support and reception duties for the Communications and Community Relations Department. The incumbent is expected to work both independently and as a team member to perform a wide variety of administrative support services, all of which contribute to the efficient and professional operation of the department. The Communications Support Specialist must be comfortable interacting with members of the community, and should be able to communicate in an articulate manner both verbally and in writing.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this job title. It is not necessarily descriptive of any one position in the job title. 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.

Essential Function	% of Time
Assist the Senior Public Information Liaison with press release process responsibilities by managing press and media lists, creation of press kits and packets, assisting with the creation and distribution of press releases, leading tours for media and the public, assisting with representing CSCF at press and community events where needed.	15%
Assist Senior Manager of Digital Strategy and Operations with content for Twitter, LinkedIn, Facebook, the Intranet and Website. Post items on social media, intranet and CSCF website as needed. Select and maintain social media photo and graphics galleries. Updates cable access channel bulletin boards within the Career Centers.	15%
Manage and maintain CSCF news clipping/media archive and photography storage library. Produce media reports as needed. Produce and distribute press packets and other media materials. Recruit and cultivate working	10%

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relationships with photographers and videographers, coordinating coverage for seasonal features, programs, and other events.	
Assist the Senior Public Information Liaison with the generation of story ideas and content for the electronic newsletter, key leader correspondence, overall organizational collateral, along with media buying and paid outreach strategy implementation. First point of contact for incoming advertising cold calls; routing to appropriate team members.	10%
Assist Community Relations Manager with development of data and reports that track the impact of CSCF's community relations efforts, activities and outcomes.	10%
Works with Communications team members and graphic design providers managing graphic design projects from start to completion for the team. Ensures graphic design contractual provider project work stays on schedule and deliverables are received on time. Oversees the process for business card orders and digital letterhead requests.	15%
Manage purchasing processes for Communications and Community Relations. Work closely with Finance to ensure services and products are procured appropriately. Manage departmental RFP, RFQ and Bid processes.	5%
Manages the communication request desktop link to ensure all requested projects are acted upon and completed.	5%
Assist the Senior Public Information Liaison with managing the coordination of film and photography shoots as needed; serving as on- site contact when necessary. Accompanying photographers and videographers to on or off site locations.	5%
Provides comprehensive support to the Director, Communications & Community Relations.	10%

SUPERVISION:

Supervision Received - Work is performed under general direction with extensive latitude in the use of initiative and independent judgment.

Supervision Performed - none

MINIMUM QUALIFICATIONS:

- Associates Degree in Communications, Journalism, Marketing, or Public Administrations; and two (2) to three (3) years of experience.
- Proficiency in word processing, spreadsheets and scheduling applications using Microsoft OfficeSuite
- Demonstrated experience in web and social media
- Previous experience in providing service to the public in an office setting
- Experience tracking and monitoring expenses and budgets
- Excellent interpersonal skills
- Demonstrated excellent written and oral communication skills

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- Flexibility; ability to multi-task, adapt to changing priorities and prioritize projects
- Ability to obtain Tier 1 Certification within six months of hire

PREFERRED QUALIFICATIONS:

- Bachelor's Degree
- Experience in nonprofit or public sector
- Tier 1 Certification

KNOWLEDGE, SKILLS, ABILITIES AND EMPLOYMENT STANDARDS:

- Position requires the experience, sensitivity, and confidence to represent CareerSource Central Florida, as well as the creative talent and practical skill.
- Knowledge of: principles and practices of public relations; marketing, advertising, web and social media practices. Standard English grammar and usage; standard computer applications.
- Self-motivated, detail-oriented, energetic, and highly organized.
- Establishes high standards of excellence, honesty, integrity and professionalism.
- Ability to use tact, persuasion, influence, discretion, political acumen, and independent judgment.
- Strong web research skills, a familiarity with major media outlets, and proficiency with Microsoft Office. Adobe Photoshop and HTML skills are preferred but not required.
- Ability to interpret complex policies and issues into terms that can easily be understood; conduct research; and meet critical deadlines.
- Project management principles and practices
- Ability to communicate effectively and professionally in English.
- Requires evidence of current Florida Driver's license, registration and vehicle insurance.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit

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PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the periodic performance of moderately physically demanding work, usually involving lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (up to 10 pounds). Tasks that require moving objects of significant weight require the assistance of another person and/or use of proper techniques and moving equipment. Tasks may involve some climbing, stooping, kneeling, crouching, or crawling.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity. Some tasks require visual and hearing acuity. Tasks may involve identifying and distinguishing colors. Tasks require oral communications ability.

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This job description does not constitute an employment agreement between CareerSource Central Florida and the employee and is subject to change by CareerSource Central Florida as the needs of the organization and requirements of the job change.

CareerSource Central Florida is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, CareerSource Central Florida provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this job description and hereby certify that I am able to perform this job, with or without reasonable accommodation.

Job Title

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date

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