City of Forsyth

Job Description

JOB TITLE: Community Development Communications Coordinator

POSITION: \_\_\_-\_\_\_

FLSA STATUS: Non-Exempt

REPORTS TO: Community Development Director

**JOB SUMMARY:**

The Community Development Communications Coordinator is responsible for providing administrative support to the Community Development office as well as managing communication efforts as the Public Information Officer within the City of Forsyth. This role includes writing press releases, posting on social media, assisting with planning and zoning activities, serving as the first point of contact for the department, taking minutes during meetings, and handling various administrative tasks. Work may be performed independently across City departments but is under the supervision of the Community Development Director.

## QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are representative of the work required for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

* Serves as the first point of contact for the Community Development Department.
* Types, proofreads, and edits content of Community Development Department documents.
* Organizes and maintains the Community Development Department filing system.
* Assists in performing administrative duties that support the Community Development Department.
* Performs technical and administrative duties that support the Community Development Department functions. Accepts Community Development forms including zoning compliance, sign applications, design review, rezoning/conditional use, variance applications, and land disturbance permits. Reviews submitted forms for completeness and errors, enters them into tracking systems and routes them for review.
* Accepts, reviews, and issues permits for simple and over-the-counter applications. Answers questions about zoning and development and may provide maps and applications to customers. Tracks progress of applications and may perform simple plan reviews.
* Schedules First Steps and other meetings for the Community Development Department.
* Assists with the preparation and distribution of agenda and informational packets for the Planning and Zoning Commission meetings.
* Assists with maintaining records and planning maps and research records.
* Attends Planning and Zoning Commission meetings and may assist with taking meeting minutes (May be as many as two evenings per month). May attend other meetings as assigned.
* Writes, edits, lays out, and coordinates electronic distribution and limited printing of a variety of newsletters, reports, brochures, fliers, etc.; prepares or acquires graphic materials as needed; writes and distributes press releases and newspaper articles; prepares town staff and elected officials for media interviews, and handles media relations.
* Serves as webmaster for the City, coordinates development of website with vendors. Keeps website current. Coordinates work of all town departments regarding City’s website and social media sites. Trains employees in website posting, editing, and updating. Posts minutes, agendas, news stories, calendar items, photos, etc.
* Attends a wide variety of town functions such as charettes, board meetings, special events and downtown business events to help communicate and promote them; devises marketing plans for various events and town activities.
* Provides direct information to citizens; creates a data base on citizen inquiries to identify trends on informational needs and identifies ways to systemize them.
* Utilizes the City’s app across Departments for information distribution.
* Manages development of all web-based forms.
* Establishes positive relationships with all media outlets.
* Additional duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

The Community Development Communications Coordinator must be knowledgeable of the following principles, procedures, and concepts:

* Knowledge of municipal organization and functions.
* Knowledge of computers and electronic data processing, including the Microsoft Office software suite, and basic skill in the use of printers, scanners, and fax machines.
* Working knowledge of modern office practices and procedures.
* Working knowledge of governmental permitting principles and practices.
* Knowledge of grammar, punctuation, editing, layout, and related skills.
* General Knowledge of publishing software.
* Ability to communicate effectively, both orally and in writing. Ability to establish successful working relationships and ability to work under pressure with frequent interruptions.
* Skilled in providing excellent customer service with the ability to work with angry or difficult customers.
* Ability to engage in a friendly, professional, and pleasant manner, greeting walk-in customers and responding to telephone inquiries.
* Ability to establish and maintain effective working relationships with government officials, City employees, citizens, developers, business leaders, and others.
* Ability to handle confidential information appropriately.

## MINIMUM TRAINING AND/OR EXPERIENCE TO PERFORM ESSENTIAL JOB FUNCTIONS:

Associate degree in communications, Public Administration, Urban Planning, or a related field. Minimum of 1 year of experience in a communications or administrative role, preferably within a government or community development setting. Or an equivalent combination of education and experience.

**NECESSARY SPECIAL REQUIREMENTS:**

Possession of valid State of Georgia Driver's License (Class C) and a satisfactory Motor Vehicle Record (MVR).

**SUPERVISORY CONTROL AND RESPONSIBILITIES:**

None

**TRAVEL:**

The Community Development Director travels frequently throughout the City of Forsyth and is sometimes required to travel to various locations throughout the State for meetings, conferences, workshops, etc.

*(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS*

LANGUAGE SKILLS:

Ability to read and understand written materials. Ability to effectively communicate information to supervisors, co-workers, and the general public.

MATHEMATICAL SKILLS:

Ability to work with basic mathematical concepts such as addition, subtraction, multiplication, and division.

COMMUNICATION SKILLS:

Must be able to effectively communicate orally and in written form in a professional manner in order to give or exchange information, resolve problems, and/or provide service. In addition, this position requires extensive contact with other employees, the general public, and public officials, often involving problem-solving circumstances.

REASONING ABILITY:

Ability to interpret and understand a variety of forms, reports, manuals, regulations, and other means of instruction and guidance.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.This position requireslight-to-medium demands with regular periods of sitting, standing, walking, computer use, and occasional lifting of lightweight objects. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee sits in an office or computer room. The noise level in the work environment is usually moderately quiet. The work environment is primarily an indoor office work area, although the incumbent is occasionally required to work outdoors and is exposed to inclement weather conditions.

*I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. All information contained herein is merely an attempt by the City of Forsyth to explain the essential duties that I am expected to perform. I understand that, at my supervisor’s discretion, additional duties and responsibilities may be placed upon me at any time.*

*Employees’ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*