

**CITY OF FORT WAYNE JOB POSTING**

**Applicants and Employees must meet duties/essential functions and minimum requirements.**

Job Vacancy:	<b>Assistant Program Manager – Communication &amp; Outreach Specialist</b>	Department:	City Utilities Administration
Requisition Number:	2023196		
Hours:	8:00 a.m. – 5:00 p.m., may vary with some nights & weekends	Rate of Pay:	\$25.00 - \$32.00 per hour
Date Posted Up:	5/30/2023	Date Posted Down:	Until Filled
Time Up:	8:00 a.m.	Time Down:	

**SUMMARY**

The Communication and Outreach Associate, a part-time position, works with the head of the City Utilities Communications Department on customer outreach and communication initiatives, including public tours, educational booths, neighborhood meetings, writing content for web, brochures, letters, and other items as needed. The position requires excellent written, oral, and digital communication skills. The position also works to promote collaborative relationships with the utility industry, diverse neighborhoods, and the community. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City and Utility's safety rules and operating regulations, policies, and procedures as well as federal, state, and local regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties as assigned.

**Communication and Outreach**

- Assist the Chief of Communications with community outreach programs.
- Develops and writes brochures, fact sheets and other utility copy.
- Maintains and updates webpages, and web-based outreach.
- Sets up display modules for outreach meetings and events.
- Assists with news conferences and community outreach.
- May require some nights and weekends.
- Assists in community and neighborhood meetings to discuss Utility projects and programs

**Specialized Skills**

- Excellent writer and editor
- Excellent verbal communication skills
- Know web-based outreach
- Proficient at research
- Excellent interpersonal skills
- Knowledge of layout and design for print and web-based materials
- Ability to communicate with the public from various backgrounds and cultures
- Ability to work under pressure, organize work assignments, set priorities, and meet deadlines.
- Ability to be flexible and adaptable to handle developing or changing situations.
- Ability to act in a tactful and diplomatic manner and work on sensitive issues

## **MARGINAL FUNCTIONS**

- Processes, coordinates, types, edits, copies, files, and mails paperwork and documents related to Utility outreach and communication
- Research answers to public inquiries
- Schedules and organizes meetings for Utility related communications
- Answers and directs phone calls
- Maintains accurate copies of all computer documents in compliance with office standards.

## **PERFORMANCE EXPECTATIONS**

The incumbent is responsible for managing their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

## **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

## **MINIMUM 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 the essential functions.

## **EDUCATION and/or EXPERIENCE**

Any combination of education/experience equivalent to a college certification in communication and/or two (2) years public communication experience. Proficiency in the use of word processing and spreadsheet office automation software packages particularly Microsoft Office products.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret scientific and technical information, financial reports, and legal documents. Ability to write routine reports and correspondence. Ability to represent the program at various meetings. Ability to maintain effective work relationships with developers, attorneys, engineers, contractors, and utility customers.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Indiana Driver's License, if a city vehicle is used.
- Notary.

## **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.

While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee is occasionally required to stand, walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and 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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at [www.cityoffortwayne.org](http://www.cityoffortwayne.org) or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1<sup>st</sup> Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

## **Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.