



COMMUNICATIONS COORDINATOR

Table with 4 columns: Job Title, Department, Reports To, Location, FLSA Classification, Status, Revision Date, Number of Direct Reports.

SJWD employees are expected to conduct themselves at the highest standard of honesty and integrity, and consistently render loyal and efficient service. They must be aligned with District mission, vision, and values.

Position Summary

This position requires a self-motivated team member who is responsible for managing and directing SJWD’s internal and external business communications. Overarching duties include brand and content management, website and social media strategy, internal engagement and communications, stakeholder communications, customer notification management, etc. Strong interpersonal skills and writing ability are also required.

Position Responsibilities - Essential

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The tasks listed below are essential to the position. Management may assign additional tasks as necessary.

- Promote SJWD’s Mission, Vision, and Values
• Create compelling written and visual content for various communications, including emails, newsletters, presentations, press releases, memos, and marketing
• Identify opportunities and develop timely, appropriate content to be disseminated via social media, websites, newsletters, press releases and any other distribution channels
• Contribute to the creation of business strategies which create effective communications, both corporately and interdepartmentally, which enhance employee engagement and collaboration
• Ensure messaging aligns with key business strategies
• Maintain an updated and modernized website and social media presence



## COMMUNICATIONS COORDINATOR

- Ensure quality control of all information released both internally and externally
- Work with Risk Management and Customer Service and the CEO to provide appropriate, consistent, and timely dissemination of information to the public in time of crisis, impactful change, etc.
- Curate and manage the district's online reputation, including campaigns to improve the district brand
- Assist in the authoring, distribution, and collection of customer and stakeholder satisfaction surveys and/or interviews
- Possess strong creative writing, editing, and public speaking and leadership skills, along with the ability to work with other employees
- Provide communications coaching and training as needed for all team members
- Assist in the development of a Mobile App
- Assist in the preparation and management of the annual Communications budget

### Position Responsibilities - Non-Essential/Other

**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

### Core Competencies

- Communication Proficiency
- Excellent Speaking/Writing Skills
- Detail-oriented, thorough, and organized
- Collaboration Skills
- Exceptional research and proofreading skills
- Creativity and collaboration
- Brand management and development
- Website and social media experience

**THIS DOCUMENT DOES NOT CREATE AN EXPRESSED OR IMPLIED CONTRACT OF EMPLOYMENT OR ALTER YOUR AT-WILL EMPLOYMENT**



COMMUNICATIONS COORDINATOR

**Essential Skills and Experience**

- Requires a bachelor’s degree in communications, journalism, business, or related field
- Two (2) years of experience in communications or related field
- Experience with technologies and best practices utilizing multiple platforms; to include proficiency in Microsoft Office – Word, Excel, Outlook, Power Point
- Excellent written, presentation and verbal communication skills
- Ability to multitask and monitor several projects daily
- Ability to work well under pressure and manage time effectively
- Ability to take initiative to develop new strategies and outside-the-box ideas
- Excellent media relations skills
- Ability to work independently or in a team
- Excellent organizational skills and the ability to meet deadlines

**Beneficial Skills and Experience**

- Demonstrated ability to use social media channels effectively to deliver company message
- Experience creating targeted content that generates measurable ROI

| <b>Physical Demands and Working Conditions - ADA Guidelines</b> |            |                |                 |                 |                  |
|---|------------|----------------|-----------------|-----------------|------------------|
| <b>Posture Requirements</b>                                     | <b>N/A</b> | <b>5 – 25%</b> | <b>26 – 50%</b> | <b>51 – 75%</b> | <b>76 – 100%</b> |
| Balancing   |            |                | X               |                 |                  |
| Bending   |            |                | X               |                 |                  |
| Climbing  |            | X              |                 |                 |                  |
| Crawling  |            | X              |                 |                 |                  |
| Crouching   |            |                | X               |                 |                  |
| Driving   |            |                |                 | X               |                  |
| Kneeling  |            | X              |                 |                 |                  |

**THIS DOCUMENT DOES NOT CREATE AN EXPRESSED OR IMPLIED CONTRACT OF EMPLOYMENT OR ALTER YOUR AT-WILL EMPLOYMENT**



COMMUNICATIONS COORDINATOR

|                                 |            |                |                 |                 |                  |
|---------------------------------|------------|----------------|-----------------|-----------------|------------------|
| Reaching                        |            |                | X               |                 |                  |
| Sitting                         |            |                | X               |                 |                  |
| Standing                        |            |                | X               |                 |                  |
| Twisting                        |            | X              |                 |                 |                  |
| Walking                         |            |                | X               |                 |                  |
| <b>Environmental Conditions</b> | <b>N/A</b> | <b>5 – 25%</b> | <b>26 – 50%</b> | <b>51 – 75%</b> | <b>76 – 100%</b> |
| Cramped Area                    |            | X              |                 |                 |                  |
| Dust                            |            | X              |                 |                 |                  |
| Fumes/Odors                     |            | X              |                 |                 |                  |
| Hot/Cold Temperatures           |            | X              |                 |                 |                  |
| Inside/Outside                  |            |                | X               |                 |                  |
| Noise                           |            | X              |                 |                 |                  |
| Concrete Floor                  |            | X              |                 |                 |                  |
| Vibration                       |            | X              |                 |                 |                  |
| Teamwork                        |            |                |                 |                 | X                |
| Stress                          |            |                |                 | X               |                  |
| Oral Communication              |            |                |                 | X               |                  |
| Written Communication           |            |                |                 | X               |                  |
| Reading                         |            |                |                 | X               |                  |
| <b>Dexterity Requirements</b>   | <b>N/A</b> | <b>5 – 25%</b> | <b>26 – 50%</b> | <b>51 – 75%</b> | <b>76 – 100%</b> |
| Coordination                    |            |                | X               |                 |                  |
| Foot Pedals                     |            |                | X               |                 |                  |
| Picking                         |            | X              |                 |                 |                  |
| Handling                        |            | X              |                 |                 |                  |
| Wrist Motion                    |            | X              | X               |                 |                  |
| Lifting Heights                 |            | X              |                 |                 |                  |
| Lifting Requirements            |            |                |                 |                 |                  |
| 10 pounds or less               |            | X              |                 |                 |                  |
| 11 to 20 pounds                 |            | X              |                 |                 |                  |
| 21 to 50 pounds                 | X          |                |                 |                 |                  |
| 51 to 100 pounds                | X          |                |                 |                 |                  |
| > 100 pounds                    | X          |                |                 |                 |                  |
| Pushing/Pulling Requirements    |            |                |                 |                 |                  |
| 12 pounds or less               |            | X              |                 |                 |                  |
| 13 to 25 pounds                 |            | X              |                 |                 |                  |
| 26 to 40 pounds                 | X          |                |                 |                 |                  |
| 41 to 100 pounds                | X          |                |                 |                 |                  |
| > 100 pounds                    | X          |                |                 |                 |                  |



COMMUNICATIONS COORDINATOR

| <b>Definitions</b> |   |
|--------------------|---|
| <b>N/A</b>         | Activity is not applicable to this occupation           |
| <b>5 – 25%</b>     | Occupation requires this activity 5 – 25% of the time   |
| <b>26 – 50%</b>    | Occupation requires this activity 26 – 50% of the time  |
| <b>51 – 75%</b>    | Occupation requires this activity 51 – 75% of the time  |
| <b>76 – 100%</b>   | Occupation requires this activity 76 – 100% of the time |

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

---

Employee Name Printed

---

Employee Signature

---

Date Signed

---

Manager/Supervisor Name Printed

---

Manager/Supervisor Signature

---

Date Signed