



ARAPAHOE COUNTY
Department of Human Resources
5334 S. Prince Street
Littleton, CO 80120

<http://agency.governmentjobs.com/arapahoe/default.cfm>

Invites Applications for the Position of:
COMMUNICATIONS BUSINESS PARTNER

An Equal Opportunity Employer

SALARY

\$2,228.00 - \$3,353.00 Biweekly

DEADLINE

Continuous

DESCRIPTION

Do you have a passion for serving others? Do you like playing a part connecting others with essential government services? If so, we want to hear from you! Arapahoe County has an exciting opportunity for a Communications Business Partner to serve the Clerk and Recorder's Office.

This position provides the Clerk and Recorder's Office with communication acumen and expertise that informs, educates and engages the public about County programs, elections, services and events.

The Clerk and Recorder's Office handles elections, marriage licenses, motor vehicle and driver's licenses, passports, and county recording functions. Under the direction of the county communications manager, this position plans and implements a variety of communication, marketing and engagement strategies that target a multitude of stakeholders, including residents, voters, volunteers, County staff, governmental agencies and more.

This is a professional level job within the Communication and Administrative Services Department, collaboratively serving the Clerk and Recorder's Office.

***This posting has been re-opened as "continuous until filled" and may close at any time.**

***If you have previously applied, your application is on file and you will not be able to re-apply.**

DUTIES

The following duty statements are illustrative of the essential functions of the job and do not include other nonessential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of the job at any time.

- Creates, implements and measures communication plans and strategies that help meet strategic business goals, initiatives and projects and presents plans to Communications Manager for review and approval.
- Develops and executes feedback mechanisms from citizens and key stakeholder groups, including public outreach events, community meetings, special events and social media tools.
- Organizes events, such as ground-breakings, ribbon cuttings, presentations and educational opportunities.
- Creates content for multiple communication channels, including newsletters, websites, social media, speeches, reports and presentations.
- Maintains department's website pages, including writing copy and updating site using CMS tools.
- Measures and presents results of communication efforts to department leadership and communication manager.
- Serves as primary information contact for department and coordinates responses with appropriate staff as needed.
- Researches official documents and condenses information into appropriate draft messaging on County and department issues.
- Maintains open and regular dialogue with assigned departments and Communication Services staff.
- Informs the Communications Manager of public attitudes and concerns, as well as developing issues, problems and opportunities within the organization
- Other related duties may be assigned.

SKILLS & ABILITIES:

- Excellent writing, editing and proofreading skills; a background in corporate or government writing and a proven ability to write in different registers. Strong knowledge of *Associated Press Styleguide* is required.
- Strong interpersonal and communication skills with ability to influence by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.
- Experience developing and executing strategic marketing and communication plans, organizing a program or event and producing collateral and other materials for training programs or public presentations.
- Relationship building and interpersonal skills: Ability to quickly build effective and mutually respectful relationships with people from various backgrounds and personality styles. Uses diplomacy, tact and respect when communicating with individuals, especially during conflict or high-tension situations. Collaborates with peers to find common ground to solve problems and easily gain trust and support. Must also demonstrate ability respect private and sensitive information about employees and situations.
- Service oriented: Dedicated to meeting the expectations of internal and external customers. Respond in timely and thorough manner, prioritize needs and ensure customer satisfaction.
- A significant element of work involves handling sensitive situations with tact and diplomacy as well as maintaining confidentiality of information.
- A collaborative work style that is able to function effectively under pressure in a deadline-driven environment with a positive can-do attitude.
- Integrity: Takes personal responsibility for correcting problems or issues, holds self to highest ethical standards, maintains confidence and creates trusted relationships.

- Speaking skills: Strong speaking skills, including the ability to present to large and small groups. Interviewing skills are necessary to glean information, stories and ideas from employees and other stakeholders.
- Creative skills: Ability to devise communication strategies, including best practices and up-and-coming techniques. Familiarity with information technology, digital and video communication functions and Adobe Creative Suite is essential.
- Knowledge of:
 - General theories, principles and practices of marketing, crisis communication, advertising, public relations, brand management and community engagement and outreach.
 - Planning, developing, and coordinating comprehensive local government public relations, communications, and media relations programs.
 - Correct English grammar, vocabulary, spelling and punctuation, as well as advanced knowledge of Associated Press style.
 - Emerging trends and best practices of public relations, marketing, communication, social media and community outreach.
 - Techniques of communication preparation and design for both print and digital.
 - Principles and practices of composing and editing informational material.

BEHAVIORAL COMPETENCIES:

- Service First
- Excellent Quality
- Responsive Government
- Visionary Thinking
- Innovation
- Caring Leadership
- Effective Communication
- Fiscal Responsibility
- Integrity
- Respect for Others
- Safety
- Teamwork

REQUIREMENTS

EDUCATION:

- Bachelor's degree in communication, mass communication, journalism, marketing or related field

EXPERIENCE:

- 3+ years of relevant experience required
- Background in government experience preferred

Any equivalent combination of education and work experience that satisfy the requirements of the job may be considered.

PRE-EMPLOYMENT ADDITIONAL REQUIREMENTS:

- Must successfully pass pre-employment testing which includes an acceptable motor vehicle record (MVR) and background check.

SUPPLEMENTAL INFORMATION

WORK ENVIRONMENT:

- Work is generally confined to a standard office environment.

PHYSICAL DEMANDS:

The following are some of the physical demands commonly associated with this position.

- Spends 60% of the time sitting and 40% of the time either standing or walking.
- Occasionally lifts, carries, pulls or pushes up to 20 lbs.
- Occasionally uses cart, dolly, or other equipment to carry in excess of 20 lbs.
- Occasionally climbs, stoops, kneels, balances, reaches, crawls and crouches while performing office or work duties.
- Verbal and auditory capacity enabling constant interpersonal communication through automated devices, such as telephones, radios, and similar; and in public meetings and personal interactions.
- Constant use of eye, hand and finger coordination enabling the use of automated office machinery or equipment.
- Visual capacity enabling constant use of computer or other work related equipment.

Definitions:

Occasionally: Activity exists less than 1/3 of the time.

Frequently: Activity exists between 1/3 and 2/3 of the time.

Constantly: Activity exists more than 2/3 of the time.

Toll Free Applicant Technical Support: If you experience technical difficulty with the NEOGOV system (i.e. uploading or attaching documents to your online application), call NEOGOV technical support at 855-524-5627. Helpful hints: if you are having difficulty uploading or attaching documents to your application, first, ensure your documents are PDF or Microsoft Word files, and second, close the document before you attempt uploading (attaching) it.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://agency.governmentjobs.com/arapahoe/default.cfm>

EXAM #03894
COMMUNICATIONS BUSINESS PARTNER
KF

COMPUTER ACCESS IS AVAILABLE AT:
5334 S. Prince Street,
Littleton, CO 80120

Communications Business Partner Supplemental Questionnaire

- * 1. Please choose the response that best describes your educational background.

- Some High School classes
 - High School Graduate or GED equivalent
 - Some college courses
 - Some college courses in public relations, communications, marketing or closely related field
 - Associates Degree
 - Associates Degree in public relations, communications, marketing or closely related field
 - Bachelor's Degree
 - Bachelor's Degree in public relations, communications, marketing or closely related field
 - Master's Degree
 - Master's Degree in public relations, communications, marketing or closely related field
- * 2. Please choose the response that best describes your experience in strategic communications, ideally in the government sector.
- Less than one year of experience
 - 1 year to less than 2 years of experience
 - 2 years to less than 3 years of experience
 - 3 years to less than 4 years of experience
 - 4 years to less than 5 years of experience
 - 5 years to less than 6 years of experience
 - 6 years to less than 7 years of experience
 - 7 years to less than 8 years of experience
 - 8 years to less than 9 years of experience
 - 9 or more years of experience
- * 3. Please choose the response that best describes your years of experience in public relations, marketing, or journalism.
- No experience
 - 1 year to less than 3 years of experience
 - 3 years to less than 5 years of experience
 - 5 or more years of experience
- * 4. Do you have experience supporting a municipality in a communications role?
- Yes
 - No
- * 5. Do you have experience supporting a public official or elected official in a communications role?
- Yes
 - No
- * 6. Have you supported a general election in a communications role?
- Yes
 - No
- * 7. Have you demonstrated professional success in the following areas: writing and producing strategic communication plans, researching best practices and developing measurements to determine effectiveness of communication.
- Yes
 - No

- * 8. Have you demonstrated professional success in: Organizing events such as ground breakings and ribbon cuttings?
 - Yes
 - No
- * 9. Have you demonstrated professional success in the following areas: Providing direction and recommendations to assigned programs, leading/organizing client meetings, and managing expectations with customers?
 - Yes
 - No
- * 10. Have you demonstrated professional success in the following area: Change management?
 - Yes
 - No
- * 11. Are you willing to work some evenings and weekends as required per business needs for certain events?
 - Yes
 - No
- * 12. Do you have a current, valid driver's license?
 - Yes
 - No
- * 13. How many moving traffic violations have you been cited for in the past two years?
 - Less than 3 violations
 - 3 or 4 violations
 - 5 or more violations
- * 14. Have you received six or more points within the past twelve months or eight or more points within the past twenty-four months against your driving record?
 - Yes
 - No
- * 15. In the past five years, have you had your driver's license revoked or suspended?
 - Yes
 - No
- * 16. If hired, are you able to furnish proof you are currently eligible to work in the U.S. without sponsorship?
 - Yes
 - No

* Required Question