



Job Description

Position Title:	Community Relations Specialist
Reports to:	Deputy Village Administrator
FLSA Status:	Non-Exempt
Status:	Regular Full-Time
Grade:	V
Hours of Work:	Flexible dayshift office hours with scheduled evening and weekend work.

Statement of Duties

Under the direction of the Deputy Village Administrator, this position performs a variety of administrative and professional support functions for the Community Relations department. The work includes supporting communications, marketing and special events. Position coordinates the special events permitting process.

Supervision

The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. Unusual situations are referred to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work and methods used are technically accurate and that instructions are being followed.

Employee does not have any supervisory responsibilities. Employee may be directed by supervisor to provide direction and support to seasonal employees.

Employee has access to client records of the department.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and, in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given

situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in adverse public relations, a delay or loss of service, monetary loss, and/or legal repercussions.

The position has frequent contact with the public in person, through electronic communication, and on the phone. Other contacts are with business owners, residents, other Village departments, and other government agencies to give or receive information and assistance, and coordinate work. These contacts usually occur in person, in writing, and on the phone.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Primary Essential Functions

1. Oversee Special Event Permitting process, including receipt of permit materials, circulating permit information as needed for input from other departments, seeking follow-up information where necessary, and preparing permit for Village Administrator approval.
2. Supports and/or oversees event operations as assigned.
3. Supports Community Relations with administrative tasks, including but not limited to copy editing, monitoring social media and event preparation tasks.
4. Assists with rental and sponsorship agreements for Venue 1012, including following up with sponsor contacts and assisting with agreement fulfillment.
5. Represents the Village to the community in a variety of forums in a manner that advances the Village's strategic objectives and messaging.
6. Attends and represents the Village at community events or with organizations, prioritizing those events that further the Village's mission and strategic goals.
7. Assists with public information and marketing content creation, including brainstorming, research, writing and/or editing, and posting and/or publishing content.
8. Supports Village communications during emergency situations.

9. Assists with various communication and marketing tasks, including developing social media calendar; coordinating public information; and supporting marketing, tourism and economic development program needs.
10. Answers telephone and responds to inquiries and requests from the public; provides information and assistance to outside agencies as requested.
11. Performs other duties as requested or assigned.

Physical and Mental Requirements

Employee works in a general office environment and often works outdoors at events as required. Employee may occasionally face mental stress, such as completing several unrelated tasks within a relatively short period of time. Employee is required to stand, walk, sit, talk, listen, and use hands while performing duties. During events, employee may be required to stand, walk, talk, listen and use hands for an extended duration of time. Normal vision is required for this position. Employee may regularly be required to lift objects up to 10 lbs., and occasionally lifts up to 30 lbs. Equipment operated includes office machines and computers.

Education and Experience

A candidate for this position should have a High School Diploma or equivalent with one to three (1-3) years of increasingly responsible related events and communication experience, or any equivalent combination of related education and experience.

Required Certifications

- Valid Illinois driver's license

Key Knowledge and Skills

Knowledge of:

- Special event planning and coordination
- Budget management and expense tracking
- Public relations concepts
- Marketing concepts and principals
- Modern office practices and procedures

Skill in:

- Communication, customer service and interacting tactfully with the public and co-workers
- Use of computer software programs and office applications (such as Word, Excel, Outlook, online publishing platforms)
- Writing and grammar

- Social media and website editing
- Overseeing and directing volunteers
- Attention to detail