



## City of Lake Oswego, Oregon

### Job Description

#### CITIZEN INFORMATION COORDINATOR

**FLSA Status: Non-exempt**

**Union Representation: LOMEA**

**Salary Grade: 177**

**Job Code: 2021**

#### Summary

Under general direction plans, organizes and facilitates public information efforts for the Lake Oswego Tigard Water Partnership; manages and coordinates Citywide and internal publications, events, and information activities related to the project; promotes awareness and understanding of City services, policies, projects, and issues; coordinates dispute resolution efforts and ensures response to citizen complaints and requests.

#### Essential Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Writes, lays out, and edits a variety of project publications in collaboration with staff and consultants with oversight by the Communications Director. Conducts interviews, gathers information, takes pictures, and selects graphics for use in publications, including but not limited to print, website, social media, email and signage. Oversees the production process from pre-press to delivery.
2. Acts as representative spokesperson and interacts with the press, occasionally on camera or on air, regarding routine issues. Prepares briefings, story ideas, tours and background information. Arranges press conferences and prepares press kits when needed. Occasionally responds to letters to the editor. Meets with community groups and visitors to provide welcome and general information.
3. Coordinates meetings related to the development of information strategies on Project programs. Conducts Project information activities in conjunction with staff and consultants including information designed to keep the public informed of the Project's programs, accomplishments, and points of view. Edits documents and publications for consistency with overall Project message. Develops and recommends communications plans and strategies.
4. Prepares and distributes all needed graphics in support of job responsibilities including fact sheets, talking points, news releases, website articles, photographs, scripts or articles that publicize the Project's message. Creates or directs the creation of brochures, posters, flyers, advertisements, and

other information and promotional materials. Contracts with service providers when necessary, for the production of a variety of project publications.

5. Receives citizen complaints and facilitates problem resolutions; acts as liaison between citizens and City departments and contractors, and coordinates meetings on issues related to complaints.
6. Manages contact logs and issue files; enters data and generates reports. Provides information needed for consideration of department goals, budget, policies and procedures. Tracks emerging issues, local news, and community events. Monitors feedback and provides responses.
7. Coordinates and facilitates Project meetings and public events.
8. Establishes and maintains designated Project hotlines. Consults with Project management on identifying effective techniques for communicating Project policies and programs, and for dealing with sensitive issues.
9. Prepares award and grant applications to other government agencies and private foundations as needs are determined. Analyzes potential Project purchases and makes recommendations.
10. May supervise temporary or contract employees and interns. Responsible for training, orientation and review of work.
11. Performs other duties of a similar nature or level.

## **Minimum Qualifications**

### **Knowledge of:**

- English grammar and composition;
- Local, state, and federal laws pertaining to public information;
- Writing, editing, photography, design, and media;
- Community resources and organizations;
- Presentation techniques;
- Customer service programs and employee communication;
- Internet, databases and reference manuals;
- Personal computers and related software applications;
- Conflict resolution techniques;
- Intermediate to advanced layout, graphics, design, and printing techniques;
- Functions of local government;

### **Skills and Abilities to:**

- Write clear and concise reports, letters, and other written material;
- Communicate and interact with co-workers, supervisor, public officials, the media, and the general public, etc. with sufficient skill to exchange or convey information in a clear and concise manner, and to establish and maintain effective relationships.
- Conduct sound research and prepare informative written and oral reports resulting from this research;
- Maintaining confidentiality of private and sensitive information and documents;
- Prepare and implement work plans for special projects;
- Exercise good judgment in the performance of job duties, demonstrating tact and resourceful problem solving;

- Interpret local, state and federal laws and regulations;
- Publicize events and public hearings; translate complex or technical materials into common forms;
- Make presentations to large groups;
- Resolve conflicts;
- Promote positive public relations;
- Use personal computers and related software applications, including graphics programs;
- Evaluate or summarize data.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is through obtaining a Bachelor’s degree in Journalism, Public Relations or similar field and minimum five years’ experience in public information; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above. A Masters degree in applicable field is preferred.

**Licensing and Other Requirements:**

Positions in this classification require the ability to possess and maintain a valid driver’s license and ability to meet the City’s driving standards.

**Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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**Department Director** **Date**

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**Human Resources Director** **Date**

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**Employee** **Date**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*