



DIRECTOR OF COMMUNICATIONS

Department:	Communications & Outreach	Job Code:	7732
Grade:	23	Shakman Status:	Exempt
		FLSA Status:	Exempt

Job Summary

Reporting directly to the Deputy Assessor – Chief Communications Officer (CCO), the Director of Communications (DOC) assists the CCO with the supervision, direction, planning and responsibilities of the Communications Department. The DOC’s duties include managing digital communications between the CCAO and property owners, elected officials and their staff, community organizations, media outlets, and other constituencies regarding the work and outreach of the CCAO. The DOC will also provide direct oversight of the Communications staff’s work performance, including, but not limited to, approving time-off requests, issuing performance evaluations and initiating disciplinary action, and ensuring the Communications Department provides good customer service. The DOC’s duties include handling media relations and contacts between CCAO and members of the press regarding CCAO’s assessment work, state and local legislative initiatives, and outreach programs. In addition, the DOC assists in providing supportive messaging about the efforts and accomplishments of the agency and supervises individuals working in the Communications Department. The DOC may represent the Assessor before the public or the press and assist in the coordination of public affairs, communications and community outreach for the Assessor. The DOC participates in formulating the agency’s policies and processes along with other senior leadership of the agency.

Essential Job Duties

- Assists the CCO in developing strategies and tactics to communicate the CCAO’s mission, vision and services to the public.
- Assists in coordinating the Assessor’s communication and public affairs efforts. This includes responding to media inquiries, drafting press releases, creating social, newsletter and website content, and organizing community outreach and speaking engagements.
- Assist with project management of website content, including vendor communication, project scoping, and project management.
- Assist with web content development functions and periodically updating content. Assists in research efforts and aids in the development and implementation of policies regarding the marketing and communication of CCAO initiatives and the Assessor’s agenda.
- Represents the Assessor, as directed, at community events and accompanies the Assessor at outreach and press events

- Write or create talking points, PSA's, brochures, press releases, blog posts, newsletters, social media and website content, as required, including the creation of video and digital graphics..
- Participates in or attends confidential discussions with the Assessor and other senior leadership of the agency.
- Assist in the coordination of communications and community outreach for the CCAO. May work extended hours and weekends as assigned.
- Assists the CCO in overseeing and directing the staffing and daily operations of the Communications Department.
- Helps to ensure staff productivity and development, promotes good morale, and establishes performance measures of reporting staff.
- Conducts performance evaluations of subordinate Communications staff.
- Helps to ensure that activities and results are consistent with the CCAO's mission, goals and objectives.
- The DOC helps to administer office policies and procedures and provides instruction to staff regarding office policies and procedures.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Minimum Qualifications

- Graduation from an accredited college or university with a bachelor's degree (or attainment of a bachelor's degree within one (1) year of hire).
- Three (3) years of work experience in government relations, communications, broadcasting, public relations, journalism, or related field.

Knowledge, Skills, and Abilities

- Thorough knowledge of Cook County Government and the CCAO.
- Knowledge of CCAO operations, procedures, policies, practices, and guidelines, or the ability to obtain such knowledge.
- Thorough knowledge of public relations and proper rhetoric and knowledge of the press and media.
- Skilled at writing and editing internal and external communications, including speeches and briefings.
- Proficiency with Microsoft Word, Powerpoint (or equivalent application like Prezi) and Excel.
- Skilled at using social media, video and graphics software and platforms such as Powtoons, Canva, Facebook Live, YouTube, Instagram Stories, and other equivalent third-party products.
- Skilled at planning and organizing social media and digital content for communication platforms.
- Ability to take complex ideas, policies, and processes and communicate them using clear and concise language
- Ability to communicate effectively both orally and in writing.

- Ability to work with others; excellent interpersonal skills in dealing with the public and co-workers.
- Demonstrate an ability to interact with the general public and property owners, providing guidance and information regarding CCAO's policies and procedures.
- Develop working knowledge of CCAO's Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- Ability to meet CCAO and Departmental deadlines, production goals and effectively utilize time with limited oversight.

Physical Requirements

- Visual acuity to review and edit written communications for long periods of time.
- Walking between offices and meetings may be required.
- Repetitive use of hands to handle and or operate standard office equipment.
- Regular use of a telephone to communicate.

COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER

Last modified: April 23, 2021