



CUYAHOGA COUNTY ANNOUNCES THE FOLLOWING CAREER OPPORTUNITY

Program Officer 3 / Communications

Health & Human Services

Location: 3955 Euclid Avenue
Cleveland, OH 44115

Salary: 53,372.80 - 59,508.80

Hourly Rate: 25.66 - 28.61

Pay Range: 11

Reports to: Communications Director

Hours: 8:30 AM to 4:30 PM

Monday - Friday

This position is subject to civil service examination. Exam information will be sent to qualified applicants at a later date. All communications about testing will be made via email, using the email address on your online profile. You must monitor your email account for notifications sent from PRCEmploymentTesting@cuyahogacounty.us.

REQUIREMENTS: Requirements: Bachelor's degree in business administration or related field with three years of research and analysis experience; or any equivalent combination of training and experience

Preferred Requirements: Bachelor's degree in Communications, Journalism, Marketing, Visual Communications, Digital Art/Design, Film, Public Relations, or a related field with three (3) years of experience that includes photography, videography, film editing, public relations, or communications or a related field; or any equivalent combination of training and experience. Community outreach and event planning. Valid Ohio driver license, proof of automobile insurance and a reliable vehicle.

Preferred Qualifications include any of the following skillsets:

- Excellent writer, proficient in storytelling, copywriting, and editing, experience in reporting and/or media relations.
- Experience in website and social media content production, graphic design, Adobe Creative Suite.
- Ability to plan and execute public events and campaigns, represent the department in public, and engage community stakeholders. Proficiency in media production with the use of photo and video equipment, editing software, and digital technology.
- Proficient command of English, second language is a plus
- Working knowledge of MS Office
- Outstanding organizational and planning abilities



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RESPONSIBILITIES: Responsibilities: The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned by supervisor.

- Independently develops new operations, systems, policies and/or procedures for existing County programs (e.g. - develops different options for new or revised operations, systems, policies and/or procedures; researches new legislation to address required changes in existing operations, policies and/or procedures; examines alternative options to ensure they address previously identified needs or deficiencies; makes presentations to report findings and make recommendations for new operations, systems, policies and/or procedures; develops plans for implementing the selected course of action including resource and time estimates; implements the proposed plans)
- Researches, analyzes and evaluates existing operations, systems, policies and/or procedures to identify areas for improvement or enhancement (e.g. - researches background information to understand current practices and related issues; researches customer, client or citizen complaints; conducts program needs analysis; compiles results of research data and identifies areas of program inadequacy; researches and conducts surveys to determine best practices)

Distinguishing Characteristics

- The PO3 in the Director's Office of HHS will help manage agency external and internal communications. The role will promote a positive public image and control the dissemination of information on the department's behalf. This position will collaborate with various departments including County Executive Communications, Dept. Of Health and Human Services (DHHS) divisions, and other offices to promote effective and coordinated communications.
- Learn strategic priorities, programs, and services of the department.
- Become familiar with diverse audience of clients, staff, and community stakeholders.
- Advise managers and project leaders on effective messaging for internal and external information; Assist in developing community wide goals and objectives to serve as communication campaigns;
- Develop effective agency communication strategies. Manage internal communications (memos, newsletters etc.) and client communications. Complete reports and audits of internal and external communications and engagement activities.
- Develop editorial content strategy. Identify current and future content needs and priorities and develop original multimedia content for diverse communications platforms. (Print, video, website, blog, social media)
- Plan and implement earned media strategy to proactively promote department achievements, services and public awareness/education campaigns. This includes press releases, media advisories, and story pitches. Develop and maintain positive relationships with media personnel.
- Organize initiatives and plan events and/or press conferences
- Collaborate with marketing/production professionals to produce copy for advertisements or articles
- Designs graphics and animations for print, web, and digital applications (e.g. - produce designs and develops work for web pages and social media; design broadcast ready graphics and animations to help the audience visualize complex information and statistics).
- Coordinates the planning, shooting, editing and placing of photo and video content for the purpose of creating public awareness, education, and marketing of programs and services provided by the Department of Health and Human Services. Also includes photo and video content for recruitment of foster and adoptive families, volunteers, and charitable donations. Includes working with DHHS communications and program staff, diverse array of clients, community partners, and the public.
- Must understand and apply the Ohio Administrative Code and agency policies. Researches, analyzes and evaluates existing operations, systems, policies and/or procedures to identify areas for improvement or enhancement.
- Performs administrative tasks in connection with the above (e.g. attends meetings and seminars related to program issues; maintains related documentation and records; prepares correspondence and reports.)
- Performs special projects and other duties as assigned.

APPLICATION PROCEDURE: Please complete an on-line profile. Applications and resumes will only be accepted through the on-line process. All job offers are made with the understanding that prospective employees pass a drug test and a criminal background investigation prior to being hired.



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Applications must be received by 4:30 pm, May 23, 2018

Reasonable accommodation is available to all employees and applicants. If you have a disability that needs to be accommodated, please contact the Department of Human Resources/ADA Coordinator at (216) 443-7190.

Please note that this position may be subject to an oath of office and/or bonding requirements pursuant to Chapter 107 of the Cuyahoga County Code.

**Equal Opportunity Employer - Smoke-free and Drug-free Workplace.
Visit our website: www.cuyahogacounty.us**

Posted: 05/09/2018