

**PORTAGE COUNTY**  
**Job & Family Services**

**TITLE:** JFS Public Information Officer

**DIVISION:** Administration

**WORKING HOURS:** 7:00a.m. to 3:30 p.m. or 8:00 a.m. to 4:30 p.m. Monday-Friday

**JOB OBJECTIVES:** Under the direction of the Portage County Job & Family Services (PCJFS) Director, incumbent will work with PCJFS Administrators, Supervisors and employees in the planning, developing and implementation of community outreach activities and events. Incumbent will create outreach programs and activities as well as educational material that promotes JFS services to the public. Incumbent will be responsible for writing and distributing information concerning PCJFS and respond to sensitive requests for information from the news media, public or interest groups.

**ESSENTIAL JOB FUNCTIONS:**

- Plan, develop, and implement all major public information activities. Develop PCJFS program information in conjunction with Division Administrators, Supervisors and JFS employees that promote service delivery and assist in outreach activities.
- Prepare, write, and distribute news releases, newsletters, extensive annual reports, and other informational publications.
- Plan, develop, and present special communication projects and displays.
- Conduct research and analysis of information through various means (i.e. surveys, interviews, correspondence).
- Consult with staff, clients, public providers, Federal, State, and local officials in regards to the development, production and distribution of accurate program information.
- Develop various forms of technology for communication with the public including agency website and social media.
- Responsible for creating and updating JFS website and other social media accounts
- Under the directions of the Agency Director, provide initial departmental contacts with the public, regarding news media requests.
- Respond to sensitive or routine requests for information from news media, public, or interest groups. Respond to inquiries and/or direct complaints in written or oral form.
- Participates in all internal agency wide committees.
- Communicate with Federal, State, and local officials in regards to budget, pending bills or legislative committee work that affects JFS programs or issues.
- Represent and/or assist the Director in meetings with Federal, State, and local government, social service, or community agencies in regards to departmental information and related issues.
- Demonstrate regular and predictable attendance.
- Keep current in area of responsibility by attending conferences and training applicable to area of expertise.
- Perform other related duties as required.

- Demonstrate regular and predictable attendance.
- Operate a motor vehicle as needed to perform the essential functions.

#### **NON-ESSENTIAL JOB FUNCTIONS:**

Perform related Essential and Non-Essential functions as needed.

### **I. JOB REQUIREMENTS**

**Systems:** Ability to operate computers for data input and retrieval; proficiency in Microsoft Windows, Microsoft Office and web browsers (Internet Explorer and Google Chrome), knowledge of CRIS-E, OIES, SACWIS, ODAPS, OWCMS, SETS, CFIS, MUNIS, MITS, BUY-IN, eGateway, eQuil, CCIDS, OCLQS, Time Force, Agency's Digital Imaging systems and other systems as required by program area responsibility.

**Equipment:** Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, calculator, multi-functional copier, scanner, fax machine and shredder.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in the position:

- Communication Skills – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- Customer Service – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.
- Ethics – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- Initiative – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- Interpersonal Skills – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas and try new things.
- Planning – Establish well developed short- and long-term plans to meet future needs. Recognize progress points and monitor plans to achieve desired results. Implement contingency plans. Adhere to schedules and plans with ability to prioritize.
- Technical Skills – Thorough knowledge of federal, state, county and departmental policies, procedures and practices. Knowledge of JFS computer systems and related software packages, including policies and procedures associated with their use. Pursue training and development opportunities to continuously build knowledge and skills. Share expertise with others. Demonstrate knowledge of public administration principles.

**Job Standards:** Possession of a Bachelor's Degree in Journalism, Public Relations or Marketing is required. Masters Degree preferred. A minimum of five years progressively responsible experience in government is preferred. Possession of excellent skills in interpersonal communication and in public speaking. Knowledge of County Government structure and processes. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

**II. DIFFICULTY OF WORK**

Work involves varied, complex, non-standardized tasks requiring the capacity for effectively managing multiple priorities and assignments. Incumbent must be able to use proper research methods; define problems, collect data, compile statistics, establish facts, analyze and draw valid conclusions. Incumbent must have experience with and ability to handle sensitive or routine contacts with news media, general public, government officials, interest groups, and clients. Incumbent must have the ability to communicate effectively both orally and in writing.

**III. RESPONSIBILITY**

Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Errors in work are detected within the office in which they occur, possibly affecting the work of others, requiring expenditure of time to correct and could result in non-compliance with laws or policies.

**IV. PERSONAL WORK RELATIONSHIPS**

Incumbent has contacts with co-workers, employees of the County, and with the general public. The purpose of these contacts is to provide information, services and assistance, to coordinate departmental efforts internally and with other County departments and outside entities, and to ensure compliance with policies, procedures, laws and regulations.

**V. PHYSICAL EFFORT AND WORK ENVIRONMENT**

**Physical Requirements:** Incumbent performs sedentary work that may require lifting up to fifteen (15) pounds occasionally. Ability to operator a motor vehicle.

**Physical Activity:** Incumbent performs the following physical activities: talking, hearing, standing, walking, sitting, driving and repetitive motions.

**Visual Activity:** Incumbent performs work where the seeing job is close to the eyes.

**Job Location:** Incumbent works inside with no exposure to adverse environmental conditions.

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