

JOB ANNOUNCEMENT

POSITION: Manager, Communications
DIVISION: Office of External Affairs
REPORTS TO: Executive Director
FLSA: Exempt

POSTED: October 14, 2016
APPLICATION DEADLINE:
October 27, 2016 4:00PM

POSITION SUMMARY: Develops and manages communications and marketing programs for current retail customers as well as for wholesale/municipal customers, for the media and for governmental entities and officials.

DUTIES:

- Establishes goals for the office through the development and implementation of a strategic communications/marketing plan and budget for both internal staff as well as external stakeholders. Supervises issuance of regular releases, reports media, social media, robot call and other public education advisories designed to inform customers and the public of authority activities including emergency situations. When appropriate, serves as spokesperson for the Authority including on camera appearances. Must be prepared and able to respond during off business hours to media inquiries for emergencies and contact appropriate Authority staff.
- Regularly inform the executive director on customer and media concerns and recommending appropriate responses.
- Prepares for and participates directly in or assigns staff to participate in community meetings and events organized by the Authority or community.
- Serves as primary liaison with local, regional, Commonwealth and federal officials. This includes, but is not limited to reviewing proposed legal and regulatory changes and processing of inquiries from those agencies and officials concerning service issues. Assists other staff in responding to and attending meetings with other public agencies.
- In cooperation with other PWSA departments, takes the lead in developing materials and events promoting PWSA as a business partner. Leads PWSA's efforts to expand its service territory including, but not limited to: the acquisition of neighboring water and sewer systems; the operation and maintenance of neighboring systems under contract; the provision of discrete services, e.g. billing, meter reading, etc., under contract; the provision of water under wholesale service agreements.
- Keeps abreast of changes in the industry and competitors actions and share information with colleagues. Attends and presents at relevant trade shows and seminars. Performs such other related tasks and duties as assigned or required.
- Oversees Authority's community outreach and public education activities.
- Serves as primary liaison with local, regional, state and federal government. Monitors legislative activity and advocates for policies benefiting the Authority.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function(s). This is not an all-inclusive document; additional duties, expectations, demands, etc. may be added or changed to this document on an as-needed basis in order to meet organizational needs.

KNOWLEDGE/ABILITIES: Outstanding verbal and written communications skills, including making or leading presentations before the public, media, elected and governmental entities Knowledge of government relationships (at all levels), practices, and policies impacting the work of the Authority. Familiarity with applicable Commonwealth laws and regulations governing elected and appointed officials and staff. Ability to negotiate, persuades, and lead others, both internal and external to PWSA. Ability to network with peers and senior managers at public and private entities. Ability to make decisions based on sound business judgements, and to set challenging, but realistic targets for the office. Ability to establish and maintain effective working relationships with all levels, internal and external to PWSA. Word, Excel and PowerPoint proficiency required.

GENERAL REQUIREMENTS:

Applicants must become domiciled within the City of Pittsburgh at time of appointment and remain domiciled within the City of Pittsburgh throughout employment with the PWSA. Verification of City domicile is required at time of appointment. Applicants must present a current, valid Class C (Class 1) Pennsylvania Motor Vehicle Operator's License prior to appointment. A valid driver's license must be maintained throughout employment.

EDUCATION/EXPERIENCE REQUIREMENT:

In order to be considered eligible for this position, the application must clearly show at least a bachelor's degree in Public Administration, Business Administration, Communications, Marketing, and/or related field or equivalent experience with at least 5+ years of experience in local government, business development or applicable industry such as the contractor or property development sectors and with at least 2 years' experience in a leadership position. Advanced degree preferred; or equivalent combination of education and experience. Computer experience required. Public speaking experience required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

General office environment must be able to lift up to 20 pounds.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATIONS: Available in the Human Resources Section, 1200 Penn Avenue or online at www.pgh2o.com (under Employment). Send resume and cover letter to hr@pgh2o.com.

An Equal Opportunity Employer

The PWSA does not discriminate against anyone on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis protected by federal, state or local law.