

City of Somerville, Massachusetts
Job Description

Position Title:	Executive Liaison – Public	Grade Level:	III
Department:	Executive Office	Date:	1/5/2026
Reports to:	Chief of Staff	FLSA Status:	Exempt

Statement of Duties:

The Mayor’s Public Liaison (MPL) serves as a primary conduit between the Mayor’s Office and the public. The MPL manages the Mayor’s public-facing communications, including social media channels and constituent correspondence, and helps coordinate public engagement opportunities that connect residents to the administration’s priorities. The MPL exercises judgment, diplomacy, and responsiveness in all interactions, ensuring the Mayor’s Office remains accessible, transparent, and aligned with community needs. The MPL collaborates with departments to resolve constituent issues, supports proactive engagement strategies, and assists in planning and executing events that foster civic participation and public trust.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Manage and maintain the Mayor’s official social media channels, including content drafting, posting, and engagement
- Respond to constituent inquiries and route issues to departments for follow-up; track resolution of requests
- Serve as public face of Mayor’s office, fielding constituent inquiries with patience and friendliness
- Support coordination of public engagement opportunities such as listening sessions, community events, and neighborhood meetings
- Represent the Mayor’s Office at public events and meetings, as needed
- Maintain organized records of constituent contacts, emerging issues, and community feedback
- Assist with event planning, staffing, and logistics for Mayor’s Office activities, as needed
- Other related duties as required

Supervision Required: Under general direction, the employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve through experienced judgment most problems of detail or unusual situations not covered by existing rules or regulations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with the supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. The work performed is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and

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conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Supervisory Responsibility: Position does not require the regular supervision of employees but may supervise the work of volunteers or interns.

Accountability: The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delays of service or legal repercussions to the municipality.

Judgment: The work requires the employee to examine, analyze and evaluate facts and circumstances surrounding individual problems, situations or transactions that may not be covered by current laws/regulations in order to determine the appropriate actions to be taken within the limits of standard or established operating practices, rules, regulations, ordinances, or laws. Guidelines include a large body of administrative policies, which may be complex or conflicting at times. Independent judgment is required to analyze or evaluate specific situations to determine appropriate actions. The employee is expected to weigh the efficiency of various actions and the relative priorities in conjunction with established goals and objectives. The employee is required to understand, interpret and apply applicable local, state, or federal regulations.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

Nature and Purpose of Public Contacts: Contacts are constantly with co-workers, the public, groups and/or individuals such as civic leaders, peers from other organizations, representatives of professional organizations, and /or the news media. The employee serves as a spokesperson or recognized authority of the department in matters of substance or considerable importance. The employee on behalf of a department communicates departmental practices, procedures, regulations or guidelines. The employee is required to discuss controversial matters where tact is required in order to attempt to avoid friction and to obtain cooperation.

Confidentiality: Access to confidential information, not department-wide, that is obtained during the performance of essential functions of the position.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree and five to seven (5-7) years' relevant work experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

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Knowledge, Abilities and Skill

Knowledge: Working knowledge of municipal operations and community non-profit organizations; knowledge of standard office procedures and practices.

Abilities: Ability to establish and maintain effective and harmonious working relationships with city officials and departments, state agencies and the general public; ability to communicate effectively in written and oral form; ability to establish and maintain complex record keeping systems; ability to operate a telephone and standard office equipment; ability to operate a computer and office software; ability to maintain a positive attitude and use common sense. Ability to problem solve, pivot, and remain flexible as situations evolve. A sense of humor is a must!

Skill: Proficient personal computer skills including the utilization of Microsoft Office Suite. Excellent facilitation and public speaking skills, customer service and organizational skills. Multilingual skills preferred.

OCCUPATIONAL REQUIREMENTS

The physical demands described here 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 position's essential functions.

Work Environment: The work environment involves everyday discomforts typical of an indoor environment in a municipal setting, with infrequent exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally pleasant.

Physical Demands: Little or no physical demands are required to perform the essential functions of the position. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as copy paper and light office equipment.

Motor Skills: Position requires minimum motor skills in order to perform activities such as moving objects, operating a personal computer, office equipment, keyboarding and/or word processing, filing, and sorting of papers. Visual demands require the employee to constantly read documents for general understanding and analytical purposes.

Occupational Risks: Duties of the position present little potential risk of personal injury to the employee. Risk exposure is similar to that found in a municipal office setting.

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.