

City of Somerville, Massachusetts
Job Description

Position Title:	Construction Information Officer	Grade Level:	NU10
Department:	Communications	Date:	1/8/2018
Reports to:	Director of Communications	FLSA Status:	Exempt

Statement of Duties

The employee is responsible for using multiple research and outreach strategies to acquire and disseminate essential information regarding a wide range of governmental, utility, and related construction projects—and construction-related impacts and efforts—citywide, including schedules, impacts to Somerville residents and businesses, project updates, tree impacts, opportunities to engage, and other relevant needs.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Research, create and distribute information regarding existing and/or planned construction projects or other disruptions in cooperation with a range of City departments and divisions as well as external partners including but not limited to Capital Projects, Public Works, Transportation and Infrastructure, Traffic and Parking, Engineering, Water and Sewer, Planning, Housing, Economic Development, Somerville Police, Somerville Fire, Arts Council, City Arborist, Recreation (Field Management team), MassDOT, MWRA, MBTA, State Police, etc.
- Serve as community liaison to residents and businesses related to construction and maintenance projects, including attending external meetings, responding to constituent correspondence, conducting in-person community outreach (block walking for businesses, etc.) and working with departments to address concerns.
- Coordinate with legislative liaisons and departmental staff to keep elected officials up to date on all project information and outreach efforts.
- Assist with creation and distribution of project schedules, informational project maps, regular updates to community members via a variety of media, and other critical information for any and all construction projects including but not limited to roadway reconstruction, park renovations, housing projects, tree canopy maintenance, utility projects, and others as assigned.
- Provide assistance as needed to relevant departments, community partners, and government partners for the planning, promotion, facilitation, and documentation of community meetings as well as sharing of outcomes.
- Support departmental and project staff in matters relating to construction planning and communications; attends regular internal and external planning meetings; support Deputy Director of Communications in researching, developing, and managing communications plans for existing and planned construction projects, including but not limited to major regional transportation initiatives, local road and/or infrastructure projects, utility projects, housing projects, tree canopy maintenance, water and sewer work, and park improvement projects.

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- Maintain contact with regional project information officers and managers and staff of neighboring municipalities to coordinate communication and information flow on regional impacts and non-City managed infrastructure projects.
- Coordinate with Economic Development and community partners on the planning and promotion of initiatives designed to drive customers to impacted businesses and business districts and lesson potential patronage impacts during construction.

Supervision Required

Under administrative direction, working from municipal policies and objectives; individual establishes short-range plans and objectives, own performance standards and assumes direct accountability for department results. Consults with supervisor only where clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental policies, goals, and objectives. The employee is also expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

Supervisory Responsibility

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

Accountability

Duties include department level responsibility for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the department. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions to the municipality.

Judgment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity

The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements.

Nature and Purpose of Personal Contacts

Relationships are constantly with co-workers, the public, groups and/or individuals such as civic leaders, peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations

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or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

Confidentiality

Employee has access to confidential information obtained during the performance of the regular duties of the position.

Recommended Minimum Qualifications

Education and Experience: Bachelor's Degree in Communications, Community Engagement, or related field and three to five (3-5) years' professional communications and/or community engagement 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.

Other Requirements:

Valid Class D driver's license

Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

Knowledge, Abilities and Skill

Knowledge: Excellent knowledge of grammar and usage; good knowledge of and strong interest in local government; strong understanding of the media landscape and methodologies; proficient in the full range of traditional and digital communications methods; general knowledge of construction and/or infrastructure processes desirable but not required.

Ability: Proven ability to ability to juggle multiple assignments and collaborate well with others; proven facility with direct constituent or customer service; ability to work effectively and maintain good relationships with the public, coworkers, department heads, media contacts, City officials, and diverse community partners; ability to handle problems and emergencies effectively and diplomatically; ability to communicate clearly, both orally and in writing; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to coordinate and run public meetings and/or presentations.

Skill: Excellent written and verbal communication skills across all platforms; excellent organizational skills; superior social media, web content, digital communication skills; mapping skills desirable but not required.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an

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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.

Physical Skills

Few physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. Work may require some agility and physical strength, such as moving in or about construction sites or over rough terrain, or standing or walking most of the work period. May also be some occasional lifting of objects such as office equipment and computer paper (up to 30 lbs).

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment including word processing, filing and sorting of papers.

Visual Skills

Visual demands require constantly reading documents for general understanding and analytical purposes.