

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

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| Job Title | Communication Associate | | |
| Reports to | Communication & Development Director | Supervises | N/A |
| FLSA/WMWA Status | Eligible for overtime | Remote Work Status | Eligible for remote work |
| Revision Date | February 2025 | Compensation Band | A3 |
| Working Hours | While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends. | | |
| Required | Background & driver license check | | |

| Job Overview |
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| Under moderate supervision within established procedures, this position performs a variety of complex and time sensitive activities in support of the District's Communication Department and provides full administrative support to the Communication & Development Director. |

| Qualifications | |
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| The ideal candidate will be able to build relationships at all levels, have three years of progressively responsible administrative office support experience and experience working with executives and/or a governing board. The District may accept an equivalent combination of education and experience in lieu of the above. | |
| Ability to | Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to District services. |
| | Communicate effectively with staff and customers |
| | Establish and maintain successful team relationships |
| | Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds. |
| | Follow directions and work quickly and accurately to meet deadlines. |
| | Gather and analyze data and prepare reports, memoranda, and other correspondence; accurately proofread written materials |
| | Handle multiple project assignments and meet deadlines |
| | Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors |
| | Interpret, apply, and support system wide policies, procedures, and services. |
| | Maintain confidentiality of customer information |
| | Model behavior for high levels of service. |
| | Organize and maintain records and files |
| | Travel to a variety of locations to perform work and/or attend work-related meetings and trainings. |
| | Use initiative, problem-solving skills, and sound judgement |
| | Work with and troubleshoot office machines, such as copiers |
| Knowledge of | Alphabetic, numeric and/or alphanumeric order |
| | Coordinating and scheduling production projects and special events |
| | Dewey Decimal system of classification |
| | Library services and resources |
| | Microsoft Office and other software applications |
| Other | Valid driver license and required insurance when operating a privately-owned vehicle for business purposes. |

Job Duties

The duties listed are intended only as illustrations of the 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.

As part of the Communication Team:

- Responsible for tracking communication projects from initiation to completion. Prioritizes, schedules, and routes projects to appropriate personnel. Monitors project timelines detailing when items are due and staff member responsible. Coordinates with assigned staff to ensure each project timely moves from point to point in the production cycle, project deadlines are met, and finished product delivered as scheduled.
- Prioritizes, schedules, routes, tracks and documents production and timely delivery of materials used for various promotions, special events, communication, fundraising, and other projects
- Serves as a liaison with multiple departments, clarifies project requirements, documents any project changes, as well as information or materials needed from requesting department before project can proceed; negotiates project timelines and/or completion date. Ensures requested project information or materials are received and forwarded to assigned staff as needed. Maintains timelines and monitors the flow of each project through all stakeholders.
- Distributes press releases in coordination with the Communication & Development Director
- Maintains a ready supply of promotional materials; coordinates with Graphic Designer and the Finance Office in the maintenance of stock inventory; places orders, verifies invoices, and monitors budgets
- Responds to staff inquiries regarding Communication policies, procedures, and practices
- Coordinates the Communication Team's production and meeting schedules; coordinates marketing and special event programming and arrangements including guests for video podcasts; may host podcast as assigned
- Tracks and documents media coverage; prepares reports
- Working with the Graphic Designer, coordinates with vendors regarding order fulfillment

Enforces the Code of Conduct

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary

In addition, this position may:

- Clean & disinfect individual and common work areas
- Perform seasonal tasks such as shoveling snow and spreading ice melt

Performs other duties as needed or as directed.

Work Environment

Work is performed in an office environment

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift, or move up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or book truck.

Psychological Demands

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues