Job Description

Job Title: Communications Officer
Department: David R Cheriton School of Computer Science
Reports To: Administrative Officer
Jobs Reporting: none
Salary Grade: USG 7
Effective Date: November 1, 2017

Primary Purpose
Informing and engaging our communities is key to advancing the School's strategic goals. This position is responsible for gathering information, conducting interviews and background research, writing and photography. The incumbent will also support disseminating this information through a variety of print and electronic media.

Key Accountabilities

Storytelling:
- Write and photograph news items
- Develop and manage a news submission process for use by School staff and faculty
- Write and photograph profiles of faculty, staff, students and alumni
- Maintain an archive of communications pieces

Website coordination for the School - Implementing web committee strategies
- Ensure readability and functionality of web pages, from the user perspective
- Assist staff with adding/editing web content and conforming to University guidelines

Print publications and video production
- Serve as project lead
- Coordinate content, photograph, video, design, print and distribute assigned projects
- Work with internal clients and Creative Services

Social media and analytics:
- Stay current on evolving social media, mobile devices and other digital communications
- Make recommendations on the use of these tools, within University guidelines
- Create ongoing content and disseminate, in collaboration with communications team

Required Qualifications

Education
- Bachelor's degree in a STEM discipline required.
- Education or training related to communication or journalism preferred.

Experience
- Background in communications / public relations preferred, with an appreciation for the impact of mathematics and computing.
- Experience with website design and photography would be an asset.
Job Description

- Copy editing for spelling and grammar required.

**Knowledge/Skills/Abilities**

**Client Service**
- Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude.
- Ability to meet and communicate service standards, and track client satisfaction

**Teamwork and Relationship Building**
- Resolve conflict actively and constructively, engaging in difficult conversations to find collaborative solutions.
- Excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts
- Proven business-appropriate oral and written communications skills
- Use multiple channels or means to communicate important messages (e.g., memos, newsletters, meetings, electronic mail).

**Managing Change**
- Demonstrated ability to use technological solutions to improve processes and communication.

**Problem Solving**
- Able to approach a complex task by breaking it down into component parts, and to use technology to assist breakdown and tracking
- Demonstrated creative and critical thinking skills to explore, make connections, and discover knowledge

**Planning and Organization**
- Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.
- Ability to make reasonable estimates of resource needs to complete projects.
- Uses sound methods to plan, track and report work.

**Technical**
- Intermediate experience with Microsoft Office
- Intermediate experience with web content management tools
- Intermediate experience with photo and video editing software
- Experience with social media networks

**Nature and Scope**
- **Contacts:** Internally, makes contacts with faculty, students and staff to obtain, clarify and discuss information. Externally, makes contacts with alumni to obtain, clarify and discuss information.
- **Level of Responsibility:** Represents the School on working groups. Requires strategic thinking in an evolving environment, a collaborative approach, and an appreciation for various audiences.
- **Decision-Making Authority:** Makes decisions about the theme and focal point of news stories and profiles. Independently arranges interviews and follow-up with faculty, students, staff and alumni. Manages print production timelines with faculty committees and Creative Services.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Office based work environment. Occasional travel required. Occasional evening and weekend work required.