



OFFICE OF HUMAN RESOURCES

Job Information	
Job Title: <i>Coordinator I, Internal Communications</i>	Last Revised/Approved: <i>06/21/2017</i>
Job Code:	Reports To: <i>Manager, Strategic Initiatives</i>
Office: <i>Office of the Chief of Staff</i>	Department:

Compensation Information	
Pay Grade:	Pay Range:
FLSA Status: <i>Exempt</i>	Term of Employment: <i>FT</i>

Position Summary/Purpose:

Assists with working on internal communications for Milwaukee Public Schools (MPS), especially as it related to the MPS Strategic Plan. Provides significant support to the Manager of the Organizational Planning Division in the execution of strategy, special projects and process improvements.

Core Competencies:

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

Essential Functions:

An essential function is a duty or responsibility that is fundamental to the job — a critical, or basic component of that job. An essential function cannot or should not be assigned elsewhere.

Note: An Essential Function must meet the following criteria:

- ✓ *Does the job exist to do this function?*
- ✓ *Would taking this function from the job fundamentally change the job?*
- ✓ *Would there be significant consequences if this function were not performed?*
- ✓ *Can other employees do this function if necessary?*
- ✓ *How much time per week is spent doing this function?*
- ✓ *Do people in similar positions elsewhere do this function?*

- Based on best practices, data and research, creates and executes strategic internal communication strategies, plans and campaigns that encourage employee engagement, boost morale and reinforce a strategic, informed and collaborative MPS culture.
- Translates mission, vision and objectives into stories that interest employees, encourage employee engagement, and increase employee satisfaction and well-being.
- Builds and leads a collaborative project team to improve current internal communication products and processes, including design of mechanisms for consistent access to and use of information.
- Ensures initiatives and projects in the MPS Strategic Plan and resulting progress towards goals are vertically and horizontally communicated throughout the organization.
- Designs and conducts Smartsheet training among Central Services and across schools, positioning this tool as a catalyst for digital transformation toward improved processes, increased collaboration and enhanced communication.

- Designs and executes internal communications training (e.g., training on standard protocol for email communications and meetings, handling of sensitive information and confidentiality, crisis-response, use of Smartsheet as an internal communications and leadership tool, etc.).
- Develops, writes and edits internal communications, including organizational narratives, speeches, emails, articles, presentations and intranet sites.
- Communicates across departments to build consensus and collaborate around common goals.
- Provides support with meetings, such as scheduling, agenda building, facilitation, minutes and follow-up tasks.
- Works collaboratively with various district offices on the implementation of joint ventures or proposals, such as support to project planning teams and advisory committees.
- Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

Job Requirements:

Education Requirements:

- Bachelor's degree (communications, public relations, or public/business administration preferred) from an accredited college or university.
- Driver's License (must have personal transportation available).

Experience Requirements:

- Three - five years communications experience required, preferably with an internal communication focus.
- Previous experience working in a large, multi-level company is desired.
- Strategic planning, project management, or performance measurement experience is a plus.

Knowledge, Skills and Abilities:

- Outstanding oral and written communication skills, including ability to distill complex subjects into coherent and easy-to-understand language.
- Outstanding presentation skills including ability to build effective presentations.
- Intermediate to advanced knowledge of Smartsheet and its capabilities within a large organization.
- Effective facilitation skills and capability to lead a team to project completion.
- Effective research skills including the ability to analyze complex issues, present findings and recommend a course of action.
- Proficient or advanced in MS Office, especially PowerPoint.
- Strong attention to detail and effective organizational skills.
- Ability to work effectively under time constraints and deliver to a deadline.
- Ability to handle multiple projects and see them through to completion.
- Ability to build relationships and work cooperatively, as well as independently.
- Ability to adapt quickly to a changing and fast-paced environment.
- High degree of comfort working with senior leaders and managing cross-functional efforts.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office or school environment
- Position may be required to work additional hours, outside of the normal business day as a regular part of the job
- Occasionally required to travel around the city of Milwaukee

Physical Demands:

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 with or without reasonable accommodation.

Equal Opportunity:

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.