



## VACANCY ANNOUNCEMENT

*Open to all qualified current staff  
and external applicants*

# INTERNAL COMMUNICATIONS SPECIALIST COMMUNICATIONS, LIBRARY 21C

(Full-time, Exempt)

**Position # 200254002**

- DATE POSTED:** February 22, 2019
- LOCATION:** 1175 Chapel Hills Dr., Colorado Springs, CO 80920
- SALARY RANGE:** \$21.30 per hour + full benefits (for benefits information, please see: <https://ppld.org/jobs/benefits>)
- POSITION HOURS:** 40 hours per week per the following schedule:  
**Monday – Friday - 8 a.m. – 5 p.m.**
- \*Early mornings, evenings, and weekends will be necessary as needed for events, meetings, etc.**

**Note:** Regular schedule may be subject to minor changes due to required meetings, training events, etc. Management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

### APPLICATION PROCEDURE:

1. Complete a PPLD online application located at [ppld.org/jobs](http://ppld.org/jobs)
2. Resume and Letter of Interest highlighting your relevant work experience and qualifications for the position and three professional references should be submitted in any of the following file types: .doc, .docx, .pdf, .html
3. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 884-9800, Ext. 6998.

**CLOSING DATE:** Online application materials must be received by **March 7, 2019** at 9:59 p.m. MDT.

### CONDITIONS OF EMPLOYMENT:

#### All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination *after* a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.

**EOE**

As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, genetic information, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

## **INTERNAL COMMUNICATIONS SPECIALIST (cont.)**

### **POSITION SUMMARY:**

As a key member of the Communications department, the Internal Communications Specialist streamlines and continuously improves internal communication to align teams and individuals, drive engagement and excitement, and reinforce the mission, guiding principles, and the strategic plan of Pikes Peak Library District. This position works with staff at all levels and library facilities across El Paso County.

### **ESSENTIAL FUNCTIONS:**

*Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

- Implement, evaluate, and refine internal communication strategies and plans, with ongoing input and feedback from staff at all levels and locations.
- Oversee the planning and coordination of district-wide internal communications via staff meetings, announcements and memos, internal teams and committees, staff trainings, and projects led by other departments.
- Respond to internal and external inquiries in a timely and professional manner.
- Administer internal communication guidelines, policies, and procedures for all staff.
- Provide relevant, timely updates via existing and new communication channels, such as in-person meetings, email bulletins, monthly newsletters, surveys, and the intranet; generate content and handle distribution for all-staff communication as deemed appropriate.
- Ensure adherence to brand guidelines and Library Lingo in all internal messaging and collateral, such as forms, signage, fliers, surveys, and presentations; write and/or edit prior to distribution.
- Contribute to the planning, execution, and follow-up for all-staff meetings, events, and trainings.
- Track and monitor staff involvement in the community, including membership to professional organizations; service on committees or boards of directors; participation in networking events; and community presentations.
- Handle internal communication and coordination as it relates to reputation and issue management or crisis situations.

### **ADDITIONAL DUTIES AND RESPONSIBILITIES:**

*Duties are considered non-essential and include the following:*

- Keep informed about library and department information, as well as stay current on industry trends.
- Evaluate key performance indicators and metrics, as well as prepare monthly and annual reports on internal communications.
- Support the development and execution of strategic communications plans and budgets, as well as campaigns, initiatives, and events, which benefit from staff engagement.
- Serve as the steward of the District-wide Library Lingo.
- Identify and coordinate opportunities for staff recognition at local, state, and national levels.
- Participate in special projects as assigned, including initiatives, campaigns, and/or events.
- Assist in managing vendor contracts in collaboration with the Finance Office.
- Engage in professional development and educational opportunities via participation in community and professional organizations, as well as internal teams and committees.
- Perform other job-related duties as requested or assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

*The employee is expected to perform or possess the following:*

- Thorough knowledge of Pikes Peak Library District's policies and procedures, with the ability to follow and communicate them to internal and external stakeholders.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to staff members and the public.
- Adept understanding of library operations, services, and facilities, as well as PPLD's culture and departmental priorities, goals, strategies, guidelines, and standards.

## **INTERNAL COMMUNICATIONS SPECIALIST (cont.)**

- Knowledgeable about organizational agility and culture, as well as best practices, research, and emerging trends as it relates to internal communications.
- Exhibits leadership, sound judgment, and professional demeanor in all situations; thinks and acts appropriately under pressure.
- Demonstrates excellent oral, written, and interpersonal communication skills; an attentive and active listener who is respectful and comfortable working with people of various backgrounds, perspectives, and cultures.
- Known for relationship building and teamwork; must be able to cultivate and maintain effective relationships within the department and staff at all levels and locations.
- Exhibits strong project and time management skills, as well as resourcefulness.
- Demonstrates superb copywriting, proofreading, and editing skills.
- Ability to effectively use application software, including but not limited to Microsoft Office, web applications, project management tools, email marketing software, and standard office equipment.
- Must be an organized, collaborative, responsive, and adaptable team player who has a keen eye for details and can meet deadlines in a fast-paced and detail-rich environment.
- Ability to work a flexible schedule involving local travel; some early mornings, evenings, and weekend hours may be necessary.

### **EDUCATION AND EXPERIENCE:**

1. **Requires** a minimum of 3-5 years of professional experience in marketing communications, public relations, or related role, with a proven track record of managing or coordinating internal communications.
2. **Requires** a Bachelor's degree in communications, marketing, journalism, or related field, which can be substituted by a minimum of 5-7 years of relevant professional experience.
3. Experience working with public information in a library or nonprofit setting is preferred.
4. Bilingual ability is a plus in serving a diverse community.
5. Must have access to reliable transportation for local travel.

### **PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

Work is primarily conducted in an office setting that provides comfortable lighting, temperature and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to occasionally reach, bend, climb, twist, and squat. Position requires the ability to lift up to 30 pounds.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.