Position Title: Website and Communications Administrator

Reports to: County Administrator & Information Services Manager

FLSA Status: Exempt

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FLSA Status: Exempt

BASIC FUNCTION:
Maintains and develops the County website and supports and promotes electronic and other forms of communication with the public and within the County. The County website is a core source of information for the public and County employees. This position maintains, supports, and develops the website, including the underlying software technology and website postings, links and content. This position is also the Information Services project manager for new software installations, working closely with the user departments to ensure successful implementation. This position further manages the internal and external communication needs of the County, working independently and under the supervision of the Administrator, including the preparation and dissemination of county news in electronic and other media, responding to inquiries and public records requests, and making presentations at public meetings. This is a senior level technical position that requires proficiency with current web-based technology; code writing; communications applications; Windows 2000, Windows XP, and Microsoft Office, plus the ability to learn specialized applications.

MINIMUM QUALIFICATIONS:
Bachelor’s degree and five years related technical experience or an equivalent combination of experience, education, and training that demonstrates the ability to perform the essential functions of the position. Requires a minimum of five years progressively responsible experience working in an information services field. Must have thorough and demonstrated experience with web design and operations and preferably software use and development, including software installation and user application. The preferred applicant will have proven written and oral communications skills, including the ability to speak effectively and clearly in public; experience preparing and disseminating information to all forms of media; experience facilitating public meetings, incorporating conflict resolution skills and the ability to remain calm in stressful situations; and knowledge of basic journalistic principles and practices.

PRINCIPAL DUTIES - Asterisk designates essential function:
*1. Ensures the maintenance and development of the County website, including maintaining the underlying software.
*2. Develops and updates County website content and assists various departments in developing their webpage content.
*3. Plans, prepares and coordinates information about government services, programs, actions and issues to the public and within the County in matters concerning San Juan County government.

*4. Coordinates the referral and resolution of citizen concerns and complaints. Develops and maintains a tracking database of issues and complaints, to whom the concerns were referred, and tracks and reports on their resolution. Citizen issues may be received by a variety of media, including the Internet.

*5. Plans, designs/writes, and produces informational publications on County government and related public interest material. Creates standards for County publication materials.

*6. Responds in a timely manner to requests for information under the state Public Records Act from citizens and media channels.

*7. Assists the I.S. Manager with the support and deployment of new enterprise applications, partnering with user departments to ensure the appropriate hardware and software is available.

*8. Assists with training users on new web functions, as well as issues related to County communications.

*9. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

10. Performs other duties as assigned.

**PHYSICAL AND MENTAL REQUIREMENTS:**
Requires frequent sitting, occasional standing, and minimal walking. The position requires the ability to regularly receive and understand written and oral communication; give verbal and written instruction in person, by telephone or by email, and occasionally in front of a small group or classroom of students. Must have sufficient dexterity to perform normal data entry and computer tasks. Must be able to lift and transport computer hardware weighing up to 50 pounds for short periods of time on an as-needed basis. Must be able to travel throughout the County in a timely and efficient manner.

**EQUIPMENT REQUIREMENTS:**

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th>Average Estimated # of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>5</td>
<td>X</td>
</tr>
<tr>
<td>Telephone / Fax</td>
<td>2.5</td>
<td>X</td>
</tr>
<tr>
<td>Copy machine</td>
<td>.5</td>
<td>X</td>
</tr>
<tr>
<td>Vehicle</td>
<td>5</td>
<td>X</td>
</tr>
<tr>
<td>Digital Camera</td>
<td>.2</td>
<td>X</td>
</tr>
<tr>
<td>Overhead projector / video player</td>
<td>.2</td>
<td>X</td>
</tr>
</tbody>
</table>

**WORKING CONDITIONS:**
The majority of the essential functions are performed in an office environment. The employee will occasionally be exposed to the risks of outdoor weather conditions. The noise level for this position will be moderate. Must be able to respond to after-hours emergencies. Small boat, vehicle, ferry and small plane travel is required.