

## **Communications + Public Involvement Coordinator**

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As a Communications + Public Involvement Coordinator, you would report to the Communications Services Manager and be responsible for providing support in Public Involvement and Communications processes and planning. This position also supports multiple public engagement projects/accounts simultaneously.

### **Responsibilities**

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#### **Project Support**

- Create and maintain internal company communication, coordination, and teaming necessary to deliver work products in a cooperative and creative manner. This includes adherence to the Hollaway Quality Assurance/Quality Control policy
- Support the development of content to support communication tools (public involvement plans, collateral materials, etc.) as directed by the project manager
- Attend external client meetings to gain technical understanding of projects, as well as client priorities
- Responsible for documenting external client meetings on behalf of the project manager
- Support the development of public meeting/event plans and run-of-show documents
- Oversee public noticing/advertising for meetings and events
- Lead the development of summary reports and other documentation for public involvement and engagement activities in close coordination with project manager
- Support the project manager, as needed, to deliver public meetings and engagement events
- Complete project tasks within the specific amount of time assigned
- Support a regular 30-day invoicing cycle, as needed, providing all information necessary to ensure efficient, accurate billings

#### **Technical Skills**

- Demonstrate a basic knowledge and awareness of NEPA, NEPA-compliant Public Involvement, and Environmental Justice/Justice40
- Support the development of NEPA-Compliant Public Involvement Plans (e.g., TxDOT)
- Lead the implementation of broader Community Engagement/ Education and Communication Plan components, including NEPA compliance
- Supports the development of logistical plans and tools to support Stakeholder Facilitation events and workshops
- Attend training to support media relations and crisis communications
- Support the development of news releases under direction of the project manager
- Provide media monitoring support to project managers
- Demonstrate proficiency in writing of the following deliverables utilizing approved key messaging:
  - project-specific brochures/etc.
  - project-specific website copy
  - project-specific presentations, including narration scripts
  - informational video scripts
  - social media content

- event noticing copy
- letters to elected officials
- newspaper advertisements
- client correspondence
- public involvement/engagement summary reports
- general meeting documentation/reporting
- Plan and attend public involvement and community engagement events and meetings
- Support the planning process for venue planning and logistics
- Review site-specific safety plans and adherence to company and project specific safety policies
- Participate in meetings that may occur overnight, evenings, and/or on the weekends

### **Company Operations**

- Support the Executive Team in the company's operational functions to ensure profitability and the efficient use of resources, adherence to safety policies and best management practices, and maintaining constant, open communication.
- Work with the entire Hollaway Team to maintain all company equipment and supplies so that we are making the most cost-effective decisions about monthly bills, GPS units, office space, computers, vehicles, and other expenditures.
- Complete the training necessary to excel in your practice area and company-mandated training.
- Comply with all Hollaway policies and procedures and Non-Compete and Confidentiality Agreements
- Perform job duties within the company's standard operations and procedures and comply with job-related requests (e.g., project management plans, safety plans for public meetings, preparedness, vehicle maintenance, the review process, general office culture and responsibility)
- Maintain a positive rapport with clients, vendors, colleagues, and subcontractors proactively and professionally
- Manage and coordinate calendars to prioritize tasks, juggle multiple deadlines, and keep track of important details
- Completing project tasks safely, accurately, on schedule, and on budget in support of 90 percent UTE annually

### **Other Duties**

- Complete training as it relates to your technical expertise. Hollaway will provide the means to attend at least one training or one professional development conference per year. Additional training and/or conferences may be available and are dependent on approval, pricing, availability, and schedules
- Assist with and support company marketing efforts
- Typical work week of 40 – 45 hours
- Internal company communication, coordination, and teaming necessary to deliver work products in a cooperative and creative manner.
- Support and maintain an environment of trust, collaboration, and continuous feedback.
- Other duties as assigned

## Experience and Qualifications

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- Bachelor's degree in communications, public relations, or a related field
- 3+ years of professional experience in communications projects, planning, public relations
- Proven success of working with a team in an office
- Reliable editing skills
- Proficient in Microsoft applications, including Word, Excel, Outlook, PowerPoint, and Teams
- Possession of a valid driver's license
- Ability to lift up to 35 pounds

### Preferred:

- Multilingual

## Professional Skills

- Ability to demonstrate leadership presence and maturity
- Ability to make sound decisions in a fast-paced, dynamic setting
- Strong and effective presentation skills
- Strong interpersonal, relationship-building, and negotiating skills
- Strategic and critical thinking skills to evaluate and understand the impact of their decisions
- Exceptional attention to detail and organization skills
- Ability to work on own initiative to identify and resolve problems
- Strong ability to communicate with a variety of audiences including fellow leaders, clients, and employees
- Active listening skills
- Possess self-awareness
- Team-player attitude
- Ability to work on own initiative to identify and resolve problems
- Ability to use empathetic conflict resolution
- Ability to effectively interpret data
- Excellent and effective written and verbal skills
- Strong time management skills
- Dependable and self-motivating
- Flexible in scheduling and availability
- Punctual and respectful of schedules and deadlines
- Reliable editing skills

## What Success in This Position Looks Like

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- *Support the development of NEPA-Compliant Public Involvement Plans*
- *Lead the development of summary reports and other documentation for public involvement and engagement activities in close coordination with project manager*
- *Support the successful delivery of public meeting(s)/event(s) with support from team*
- *Organize, prioritize, and own multiple tasks while meeting or exceeding deadlines*
- *Professionally communicates with clients and internal team members while building trust*

- *Operate with simplicity, clarity, and efficiency*
- *Maintains continuous communications with Communications Team Manager and appropriately escalate issues in a timely fashion*
- *Delivers job duties as described within Job Description*

## Benefits Offered

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In addition to the salary offered, Hollaway provides a competitive benefits package that includes paid time off, retirement benefits, medical, dental/vision, disability, and life insurance. Benefit information relevant to your position consists of the following:

- Fully developed onboarding program
- Group health insurance (75% covered by employer, including dependent coverage)
- Vision insurance (100% covered by employer)
- Dental insurance (75% covered by employer)
- Life insurance (100% covered by employer)
- Short-term disability insurance (100% covered by employer)
- Paid parental leave
- 401K with employer match up to 4%
- Flexible spending account (FSA)
- Health savings account (HSA)
- Monthly Health and Wellness Incentive Program (Up to \$200/ month)
- Individual Professional Development Plans and dedicated budget per employee
- Tuition Reimbursement (Up to \$1,500/ year)
- Unlimited access to our online training system
- Full access to multiple web-based team collaboration and employee engagement tools
- Regular team-building activities
- Access to Insperity's Perks at Work (discounts on travel, electronics, entertainment, and more)
- AAA membership

**Salary Range** - \$60,000 - \$70,000 *\*Salary commensurate with experience and qualifications*

Hollaway is committed to providing an environment of mutual respect where equal opportunities are available to prospective and current employees. All employment decisions will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, creed, national origin, aboriginality, ancestry, marital status, sexual orientation, gender identity or expression, physical or mental disability, pregnancy, genetic information, veteran status, age, political affiliation, or any other non-merit characteristic protected by law.

## Who We Are

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Hollaway Environmental + Communication Services bridges two worlds that are uniquely connected: Environmental Services and Communications Services. As such, we are a non-traditional firm that understands the big picture and provides holistic services as needed.

- **Core Values**  
Significance – Our ability to drive REAL results on every project we serve.

**C**ourage – Doing what it takes to lean in, try something new, to learn, and to overcome challenges.

**A**ccountability – We take responsibility. Always.

**L**eadership – Every employee at Hollaway is empowered to serve our clients with care, to grow, to lead, and to serve the greater communities in which we live, work, and play.

**E**mpathy – We recognize the humanity and dignity of every person we encounter, and this is at the heart of everything we do.

- **Culture**

We pull off the impossible by constantly communicating and contributing to the team first and the individual second. We make commitments and we honor them by lending a helping hand while maintaining a sense of urgency. Much is expected but much is offered as we invest deeply in the individual employee.

- **DEI+B Statement**

ALL are welcome here at Hollaway, regardless of race, ethnicity, gender, sexual orientation, age, social class, physical ability or attributes, religious values, national origin, and political beliefs. Always. We are committed to diversity, equity, inclusion, and belonging and to intentionally creating space for people to be their authentic selves.

Hollaway recognizes and honors the differences amongst our employees and celebrates the characteristics that make our team unique. By doing so, we continue to position ourselves as a leader in our industry and an example to be followed.