

Position Title:**Executive Assistant & Communications Coordinator**

Position Summary:

The Executive & Communications Coordinator provides high-level administrative, communications, and customer service support to the leadership team, serving as a key liaison between the organization, the public, and governing bodies. This role is responsible for managing executive calendars, recording official minutes, supporting board and public meetings, overseeing the organization's digital presence, and coordinating internal and external communications. The position also plays a vital role in emergency response communications, elections, and public engagement efforts.

Key Responsibilities:**Administrative Support**

- Provide direct support to the General Manager and management team.
- Manage calendars, schedule meetings, and coordinate logistics for internal and external meetings.
- Record, transcribe, and distribute accurate and timely meeting minutes for board meetings, committee meetings, and other public sessions.
- Prepare agendas, packets, and supporting documentation for board meetings and other public engagements.
- Maintain organized digital and physical records in accordance with retention policies.

Communications & Outreach

- Serve as the primary website administrator; maintain and update website content regularly.
- Manage social media channels, ensuring timely, professional, and informative posts.
- Coordinate public outreach and education initiatives, including presentations, events, and community programs.

Customer Service & Interaction

- Assist with customer inquiries via phone, email, and in person, providing exceptional service.
- Monitor and respond to general customer communications.
- Serve as a backup to the Customer Service department during high-volume or staff shortages.
- Track and follow up on customer issues to ensure timely resolution.

Meeting & Event Coordination

- Plan and coordinate logistics for meetings, events, and special functions.
- Support voter outreach and administrative tasks related to election processes.
- Assist with internal and public-facing event planning and execution.

Qualifications:

- 3+ years of administrative, executive support, or public-facing communications experience.
- Strong written and verbal communication skills.
- High level of professionalism, discretion, and attention to detail.
- Proficient in Microsoft Office Suite, website content management systems, and social media platforms.
- Ability to work independently, manage multiple priorities, and adapt quickly in a fast-paced environment.
- Familiarity with local government or utility operations is a plus.

Work Conditions:

- Primarily office-based with occasional attendance at evening meetings or public events.
- May require response outside of regular business hours during emergencies.