



OFFICE OF THE CITY COUNCIL/MAYOR COMMUNICATIONS

Job title	<i>Communications</i>
Salary Range	<i>Set by Elected Official</i>
Reports to	<i>The title of the position that the job incumbent reports to</i>

“This is a position being hired by City Council Member / Mayor _____. Assistants are not City Employees, but are employees of the Mayor or the individual Councilmember. These Assistants answer only to the Mayor or Councilmember by whom they are employed, and represent only the respective Mayor or Councilmember’s point of view in serving constituents.”

Job purpose

- Under general direction performs a wide variety of professional duties involved in the Social Media platform of the District office to include newsletter development, Facebook management, Twitter feed updates, media relations and research to include interaction with other City Council offices, City Departments and external organizations. Provide information and assistance to the public and direct administrative assistance to the Elected Official. City Council Aide must be politically astute and use discretion for all issues and requests.

Duties and responsibilities

- Ensures accurate and timely information flow between the District City Council Office and the residents and readership of District through Newsletter, Facebook and Twitter
- Serve as the District liaison and single point of contact for all media outlets
- Coordinate with City staff and neighborhood groups on the dissemination of information concerning specific neighborhood projects
- Work in conjunction with the Chief of Staff to draft responses to media inquiries and/or questions relating to the District Council office and other policy related issues
- Prepare and assemble reports and other materials for distribution
- Perform initial constituent services intake at the District field office when needed
- Attend monthly neighborhood associations as assigned, report on activity through social media platform and respond to constituent inquiries when needed
- Other duties and/or special projects as assigned

Preferred Qualifications

Preferred Qualifications include:

- Bachelor’s Degree from an accredited college or university with major coursework in Communications, Journalism, Political Science, Public Administration, or related field.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.

Knowledge, Skills & Abilities

- General knowledge of the principles and practices of social media
- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling complaints.
- Skill in utilizing a personal computer.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to develop clear and concise reports.
- Ability to perform all the physical requirements of the job.

Work Location/Hours

Work Location:

City Hall – 4th Floor
100 Military Plaza
San Antonio, TX 78205

Work Hours:

7:45 a.m. – 4:30 p.m.

*Some possible evenings and weekends

Application Instructions:

Interested individuals should email a letter of interest and resume to:

Christopher Callanen

Assistant to City Council

Email: Christopher.Callanen@sanantonio.gov