"A community of opportunity where individuals and families can grow and play, and businesses will flourish and prosper."

City of Spokane Valley
Recruitment for the position of Public Information Officer
About the Community

Located in the heart of the Inland Northwest, Spokane Valley is the 9th largest city in Washington State with a current population of over 98,000 located on the eastern border of the State in the heart of the Inland Northwest. We pride ourselves on quality neighborhoods and schools along with strong business and retail centers. We are a community comprised of friendly, hardworking people who reflect the pioneering spirit that has lead to our success.

Why Spokane Valley

The Public Information Officer is an excellent opportunity for a talented public sector employee to make a difference in a high-performing organization that employs the use of best practices. This is a full-time position. Spokane Valley city staff make up a workforce based on loyalty, accountability and professionalism. The City places a high value on customer service and takes a team-oriented, collaborative approach to the way we do business. If working for a fast-paced, evolving organization appeals to you, and you desire a work environment that is challenging, respectful and rewarding, we urge you to apply for this position.

The City has a Council-Manager form of government. The Public Information Officer reports directly to the Economic Development Manager who is responsible for external communication.

The Public Information Officer provides exceptional professional skills and a strong desire to provide superior service to both internal and external customers.

Vision

Spokane Valley is “A community of opportunity where individuals and families can grow and play, and businesses will flourish and prosper.”

City Challenges

Spokane Valley is a contract City that prides itself on efficiency and responsiveness in providing services to our citizens. We partner with other agencies to create an economic environment where businesses have a clear advantage of operating within our City. City staff strive to create programs wherein the citizens can see a clear connection between their contributions and the services we provide. We have streamlined many City services by incorporating both automation and an ongoing value of increasing customer service.

The City possesses a strong value of setting goals and evaluating our success in their attainment. We use a formal Business Plan with metrics to document progress. We place a high emphasis on research and best practices with innovation to support the needs of our citizens. The Public Information Officer will play a critical role in supporting these and other efforts that improve services by communicating our initiatives and successes.
The Position

The Public Information Officer develops and implements a comprehensive and effective media, promotional and public information program to address external and internal audiences. This position establishes and maintains favorable relations with community leaders, the media and internal information sources. Provides professional communications support and guidance to other City departments, the City Manager and to City Council.

Responsibilities include providing information through engaging web content, news releases, social media channels, various newsletters and publications. Professional skills and a strong desire to provide superior service to both internal and external customers. Must have extensive experience in providing live media interviews.

Spokane Valley has established a strong work culture of high performance through programs that have made Spokane Valley unique in service delivery. In keeping with this framework, the ideal candidate will share our culture and continue our history of reflecting the values of the community.

Necessary Knowledge, Skills and Abilities:

Effective experience in modern and complex principles and practices of public relations, public administration, community and media relations, and considerable skill in managing complex projects. Significant experience using various social media platforms to distribute information.

Exceptional ability to communicate effectively, orally and in writing, with employees, media, consultants, other governmental agency representatives, City officials and the general public.

A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

Qualifications

Education and Experience:

The Public Information Officer requires graduation from a four-year college or university with a degree in public relations, communications, journalism, marketing, public administration or a closely related field; and minimum of three (3) years professional experience. An equivalent combination of related education and experience may be considered.
Compensation & Benefits

The salary range for the Public Information Officer is $5,541 to $7,450 per month. The City also offers a competitive benefits package that includes Health, Health Reimbursement Account contributions, Vision, Dental, Retirement, 401a Social Security Replacement, Employee Assistance, Life Insurance, Long Term Disability, paid vacation, sick and holidays, and optional compressed work schedules.

Application Procedure

Interested and qualified persons are invited to submit a complete City application, résumé, cover letter, and list of five (5) work-related references (name and phone number) through the City’s online application system.


The City of Spokane Valley is an Equal Opportunity Employer.