



CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals for the under-mentioned positions in the Communication and Customer Service Department

POSITION: COMMUNITY RELATIONS OFFICER – (North East Region)

QUALIFICATION AND EXPERIENCE:

- University Degree in Mass Communication, English or General Arts
- A minimum of three years related experience.

SKILL REQUIREMENTS:

- Ability to draft speeches, prepare reports and make presentations.
- Ability to design information pamphlets and draft releases for maximum effectiveness.
- Highly developed written and oral communication skills.
- Ability to gain cooperation through persuasive dialogue and representations.

REPORTING RELATIONSHIP:

Report to: Communication & Customer Services Manager

HIGHLIGHT OF JOB FUNCTION:

- Plans and implements community relations programmes within the region, designed to create and maintain a favourable public image of the Agency.
- Prepares and communicate information designed to keep the community informed about the Region's programmes, achievements or points of view.
- Arranges meetings and make presentations on the Agency regarding policies and programmes to various organized groups and provides feed-back to the regional management team, as well as corporate office on customer concerns and suggestions.
- Monitors the media's response to the Agency's policies and programmes and prepares responses.
- Ensures the resolution of all customer complaints received by the department.
- Seeks information and writes articles for employees' newsletter and coordinate the regions contributions to the Agency's Magazine.
- Interfaces regularly with the Communication and Customer Services Department relating to activities in the region and to ensure consistent approaches and to provide ongoing evaluation of the communication programmes.
- Assists the Communication and Customer Services Department in planning and implementing corporate events being held in the region and represents the Agency in community projects, public and social events.

Applications should be submitted no later than

Friday, January 19, 2018 to:

Manager, Personnel and Industrial Relations

National Works Agency

140 Maxfield Avenue

Kingston 10 or

Application can be sent via email to:

Recruitment@nwa.gov.jm

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