JOB DESCRIPTION: COMMUNICATIONS & AWARDS SPECIALIST

DEPARTMENT:	Talent Management	**REPORTS TO:**	Executive Director Talent Management
JOB CLASS:	Specialist	**PAY GRADE:**	18
EXEMPT STATUS:	Exempt	**DATE:**	02/19/2015

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Communications & Awards Specialist develops and executes the internal communications and coordinates with Marketing to develop external communications for the Talent Management department. The Communications & Awards Specialist leads all external FLVS award applications and processes and recommends changes to the Awards pursued in keeping with the FLVS brand and overall organizational strategy.

ESSENTIAL POSITION FUNCTIONS:

- Develop, coordinate and execute projects and campaigns by providing content messaging, coordinating with team members, managing department deadlines, and communicating with key stakeholders
- Partner with cross-functional teams to help team members understand viable communications solutions for Talent Management initiatives and activities
- Develop and continuously improve Talent Management communications venues, formats and rhythms for both internal to Talent Management and cross FLVS messaging and information
- Lead all FLVS award applications and processes
- Coordinate across FLVS to ensure consistency and full participation in award nominations
- Perform writing, copywriting, editing, and proofing of collateral, web content, internal, and external communications
- Create dynamic keynote PowerPoint presentations for the Talent Management Leadership Team
- Maintain messaging and branding consistency and offer solutions for new messaging strategies
- Complete special projects, as assigned
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's Degree in Communications, Marketing, Advertising, or Public Relations; or equivalent combination of education and relevant experience

Experience:

- Three years' experience in communications, public relations, marketing, human resources or other related fields

Knowledge, abilities and skills:

- Excellent communication skills (verbal, written, and oral)
- Ability to excel in a detail-oriented, deadline-driven environment
- Ability to prioritize tasks while maintaining constant level of high quality
- Strong interpersonal and customer service skills
- Ability to work with/for multiple employees and meet deadlines
- Excellent organizational skills
- Ability to schedule and meet deadlines
- Self-motivated
- Strong team player

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience	*Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer*
INTERPERSONAL SKILLS	FUNCTIONAL /TECHNICAL EXPERTISE
Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers	*Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion*

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust	*Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and*

and support peers; Encourages collaboration; Is candid with peers	*potentially "fail fast"*
SELF KNOWLEDGE *Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions*	PLANNING *Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results*
ORGANIZING *Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner*	PROBLEM SOLVING *Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers*
DRIVE FOR RESULTS *Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals*	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.