



Office of the Ohio Consumers' Counsel

Public Affairs Liaison

Salary range: Negotiable

Work Hours: Monday – Friday: 8:30 AM to 5:30 PM and other hours as needed or assigned.

Job Duties:

Here is an opportunity in public service for consumer advocacy on behalf of several million Ohio residential consumers regarding their electric, natural gas, telephone, and water utility services. The position is for a public affairs professional to work in government relations, media communications (both traditional and new media), and consumer education and complaints in support of the Consumers' Counsel's fulfillment of the agency's mission and vision.

The successful applicant will assist the Consumers' Counsel in the agency's public affairs services. In government relations, services will include interaction with legislators, their staffs, and other stakeholders on agency advocacy for utility consumers. Services also will include tracking and analyzing legislation for assisting the Consumers' Counsel (agency director) in advocating for Ohio utility consumers.

The position-holder's duties also include attending and reporting on legislative hearings and other meetings. The duties include research and report writing, including research and reports regarding legislative and media issues affecting consumers. The duties also include identification and development of utility consumer issues and writing of legislative testimony. He/she will prepare legislative or related testimony for the Consumers' Counsel or others.

Also, the successful applicant will assist the Consumers' Counsel through responsibilities for media communications. This job will involve responding to reporter inquiries, writing news releases, and identifying and monitoring newsworthy consumer topics related to the agency's services, for management to consider for informing the media. The job involves direct communications with media. The job includes research and fact-checking for media communications. The position-holder will manage and conduct the agency's online presence, including in social media and the website, such as developing, drafting and posting agency social media messages consistent with management's expectations and agency policy.

This role will support the functions of the Public Affairs Department for assisting the agency Director with external services to consumers and also with internal communications. The work can involve information that is proprietary and confidential and that must be maintained as such. Duties include preparation of talking points, PowerPoints and other material for the Consumers' Counsel and others, and preparation of materials including letters, speeches, charts, tables and tabulations of information.

The position-holder will also be responsible for responding to inquiries, complaints and requests by phone, mail, email or OCC website. And the work includes consumer education through telephone assistance and through developing and revising agency materials for educational purposes. Preparing reports, publications, memos and presentations (including PowerPoint presentations) for dissemination to others. The position-holder will write, edit, and proof written materials.

Other duties and responsibilities: Adheres to laws, administrative rules, related policies and management expectations regarding restrictions on (and prevention of) disclosure of confidential or sensitive personal information and other information relating to the privacy of consumers and OCC's operations and planning. Performs other duties as assigned.

Knowledge, Skills and Abilities:

Candidate must possess a bachelor's degree in journalism, communications, public relations, or political science with at least (and preferably more than) three to five years of related work experience in public affairs, traditional and new media communications, public speaking, and/or public affairs practices. Knowledge of state government administration and office policies and procedures and departmental/agency rules is required.

Strong personal computer skills including proficiency with the Adobe and Microsoft program suites (e.g., Word and PowerPoint). Must have the ability to write professional, error-free materials. Must possess strong problem-solving abilities. The position requires proficiency in English grammar and composition along with excellent editing skills.

The position-holder must be able to lift boxes of materials weighing up to twenty pounds.

***IMPORTANT NOTE:**

The State of Ohio is an Equal Opportunity Employer and does not discriminate based on race, color, national origin, sex, sexual orientation, genetic information, religion, age disability or military status in employment or the provision of services.

When contacted for interview, an applicant who requires special accommodations due to a disability should notify the office at the time so proper arrangements can be made for the interview.

Compensation for this position is negotiable.

Or apply on-line at [Public Affairs Liaison Posting](#)

Applications will be accepted via email only, until 11:59p. December 30, 2018 – Please no phone calls.

EOE - M/F/D/V