

Job Posting
INDIANA UTILITY REGULATORY COMMISSION
COMMUNICATIONS MANAGER

The Indiana Utility Regulatory Commission (IURC or Commission) is seeking to fill a Communication Manager position.

The Communications Manager is responsible for the development and implementation of the agency's communications strategies. This includes drafting, editing, and publishing agency reports and collateral materials. This position will support the Executive Director of External Affairs with media relations and governmental affairs. Additionally, the position will be responsible for coordinating messaging with other divisions, developing a process for issues management, and analyzing legislative and policy documents

Responsibilities:

Responsibilities for this position include:

- Management of the website and related content.
- Management of customer complaints generated through the Governor's Office.
- Development of a standard framework for internal and external communication.
- Review of material for appropriateness of content and consistency with established agency messaging before external circulation takes place.
- Coordination of the Regulatory Flexibility Report to the Indiana General Assembly.
- Coordination of technical staff support needed to respond to external clients such as legislators, the Governor's Office, and media.
- Assist technical division staff on an as needed basis for copy intended for external consumption.
- Assist Consumer Affairs with developing standardized responses to significantly increase messaging consistency when dealing with customers. Tools to be created may include: pre-approved written communication to be used for specific customer interaction, identification system for high-profile situations or politically-sensitive issues, and use of frequently asked questions (FAQs) to assist with phone interactions.
- As needed support for the Executive Director with Statehouse activities.
- Attendance at and travel to field hearings.
- Supervision of the 3rd member of the governmental affairs team (the External Affairs Specialist)

Preferred Experience:

Bachelor's degree in English, journalism, political science, public affairs, public relations or a related field with three to five years professional experience.

Ability to multi-task and set priorities; excellent writing, design, and presentation skills. Ability to grasp technical information and simplify complex ideas and issues. Act with good interpersonal relationship skills in a liaison capacity with representatives of State and Federal government agencies, private organizations, and the general public. Prepare and compose correspondence and reports for approval and signature of the Director. Maintain confidentiality and tactfully handle difficult situations. Other duties as assigned.

Proficiency in Microsoft Office (Excel, Word, and Outlook) required.

Note: Proficiency in Adobe InDesign preferred, but not required. Experience working with the Indiana General Assembly preferred, but not required. Some evening travel required, approximately 5 percent.

The State of Indiana offers a comprehensive benefit package which includes medical, dental, vision, and life insurance, retirement plans, and accrued leave. Starting salary of \$55,000 annually. Qualified applicants must apply on line at www.in.gov/jobs/ Job opening # 582403 and a resume by end of day, February 26, 2013.