

## Senior Communications + Public Involvement Coordinator I

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As a Senior Communications + Public Involvement Coordinator I, you would report to the Communications Services Manager and be responsible for providing expertise in Public Involvement and Communications processes and planning. This position also supports and maintains multiple public engagement projects/accounts simultaneously.

### Responsibilities

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#### Project Management

- Scope development, budget and proposal preparation, project meetings, client communication and relationship development, problem-solving and strategizing, invoicing
- Lead the messaging development and direction/production content to support communication tools (public involvement plans, collateral materials, etc.) for your projects
- Serve as a primary point of contact for your projects
  - Schedule and lead external client meetings to discuss project scope, progress, communications strategies, and issues for your projects
- Oversee the delivery of all aspects of Public Meetings and Engagement Events (in-person and virtual) for your projects
  - Lead event coordination with the client, as well as sub-consultants and vendors
  - Develop event packing lists
  - Maintain team's compliance with and awareness of the Safety Plan
- Oversee the development of summary reports and other documentation for Public Involvement and engagement activities, providing guidance to team members
- Lead the development of media strategies, plans, and messaging, including opportunities and issues identification
- Manage multiple projects concurrently
- Create and maintain internal company communication, coordination, and teaming necessary to deliver work products cooperatively and creatively
- Adhere to and support the Hollaway Quality Assurance/Quality Control (QA/QC) policy
- Provide QA/QC for all materials for your projects
- Complete project tasks within the specified amount of time assigned
- Support a regular 30-day invoicing cycle, providing all information necessary to ensure efficient, accurate billings
- Support of team and task delegation
- Comply with the Hollaway Project Management Flowchart

#### Technical Skills

- Demonstrate an understanding of NEPA, NEPA-compliant Public Involvement, and Environmental Justice/Justice40 and work with senior colleagues to advise clients and develop strategies
- Write basic NEPA-Compliant Public Involvement Plans (e.g., TxDOT) without support of guidance

- Team writes broader Community Engagement/ Education and Communication Plans, including NEPA compliance
  - Support the development of and lead the implementation of these plans
- Supports the development of logistical plans and tools to support Stakeholder Facilitation events and workshops
- Lead and support media relations and crisis communications
  - Lead development of media strategies, plans, and messaging, including opportunities and issues identification
  - Implement media plans in coordination with senior-level media advisors
- Demonstrate proficiency in writing and editing of the following deliverables:
  - key messaging, project-specific brochures/etc.
  - project-specific website copy; project-specific presentations, including narration scripts
  - informational video scripts
  - social media content
  - event noticing copy
  - letters to elected officials
  - newspaper advertisements
  - media relations plans, news releases, and messaging
  - NEPA-compliant Public Involvement Plans
  - Community Engagement/Education and Communications Plans
  - client correspondence
  - technical approach documents and memos
  - proposals
  - project descriptions
  - public involvement/engagement summary reports
  - general meeting documentation/reporting
- Lead, plan, and attend public involvement and community engagement events and meetings
- Support the planning process for venue planning and logistics
- Plan large-scale public meetings and stakeholder workshops
- Review site-specific safety plans and adherence to company and project-specific safety policies
- Participate in meetings and other work-related events that may occur overnight, evenings, and/or on the weekends
- Support the training and development of junior staff

### **Business Development and Marketing**

- Support business development activities within the company
- Lead company marketing and sales efforts, including proposal writing, sales presentations, and development of marketing materials
- Support the preparation of client-managed project interviews
- Support the development of RFIs, RFPs, and RFQs
- Stay current on industry developments and state and federal regulations as they relate to the business
- Support successful relationships with clients, vendors, agencies, and industry leaders

## Company Operations

- Support the Executive Team in the company's operational functions to ensure profitability and the efficient use of resources, adherence to safety policies and best management practices, and maintaining constant, open communication.
- Work with the entire Hollaway Team to maintain all company equipment and supplies so that we are making the most cost-effective decisions about monthly bills, GPS units, office space, computers, vehicles, and other expenditures.
- Complete the training necessary to excel in your practice area and company-mandated training.
- Comply with all Hollaway policies and procedures and Non-Compete and Confidentiality Agreements
- Perform job duties within the company's standard operations and procedures and comply with job-related requests (e.g., project management plans, safety plans for public meetings, preparedness, vehicle maintenance, the review process, general office culture and responsibility)
- Maintain a positive rapport with clients, vendors, colleagues, and subcontractors proactively and professionally
- Manage and coordinate calendars to prioritize tasks, juggle multiple deadlines, and keep track of important details
- Completing project tasks safely, accurately, on schedule, and on budget in support of 87.5 percent UTE annually

## Other Duties

- Maintain awareness of current regulations as they relate to your technical expertise. Hollaway will provide the means to attend at least one training or professional development conference annually. Additional training and/or conferences may be available and are dependent on approval, pricing, availability, and schedules
- Typical work week of 40 – 45 hours
- Internal company communication, coordination, and teaming are necessary to deliver work products cooperatively and creatively
- Support and maintain an environment of trust, collaboration, and continuous feedback.
- Other duties as assigned

## Experience and qualifications

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- Bachelor's degree in communications, public relations, or a related field
- 5+ years of professional experience in communications projects, planning, public relations, or a related field preferred
- Solid comprehension of NEPA, NEPA-compliant Public Involvement, and Environmental Justice/Justice40 required
- 1+ years of consulting experience required
- Project/client management experience required
- Ability to maintain project budgets
- Proven success in working in a team environment in an office for an extended period and with remote/hybrid staff

- Proficiency in leading and facilitating Cisco Webex and Zoom webinar/virtual event platforms
- Proficiency in Microsoft applications, including Word, Excel, Outlook, PowerPoint, and Teams
- Possession of a valid driver's license
- Ability to lift up to 35 pounds
- Ability to sit and/or stand for long periods

#### Preferred

- Multilingual

#### Professional Skills

- Ability to demonstrate leadership presence and maturity
- Ability to make sound, high-level decisions in a fast-paced, dynamic setting
- Strong and effective presentation skills
- Ability to successfully handle client interactions and conflicts
- Strong interpersonal, relationship-building, and negotiating skills
- Strategic and critical thinking skills to evaluate and understand the impact of their decisions
- Exceptional attention to detail and organization skills
- Excellent written and verbal communication skills
- Ability to effectively delegate and prioritize assignments among your team
- Excellent time management skills
- Ability to work on own initiative to identify and resolve problems
- Strong ability to communicate with a variety of audiences, including fellow leaders, clients, and employees
- Active listening skills
- Possess a high level of self-awareness
- Ability to implement thoughtful and inclusive conflict resolution strategies
- Team-player attitude
- Ability to work on own initiative to identify and resolve problems
- Ability to use empathetic conflict resolution
- Ability to effectively interpret data
- Strong time management skills
- Ability to maintain project budgets
- Dependable and self-motivating
- Flexible in scheduling and availability
- Punctual and respectful of schedules and deadlines
- Reliable editing skills

#### What Success in This Position Looks Like

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- *Independently write basic NEPA-Compliant Public Involvement Plan(s) and other communications collateral (handouts, newsletters, media releases, etc.)*
- *Leading the successful delivery of public meeting(s)/event(s) with support from team*
- *Successful Project Management, including scope development, budget and proposal preparation, project meetings, client communication and relationship development, problem-solving and strategizing, and invoicing*

- *Organize, prioritize, and own multiple tasks while meeting or exceeding deadlines.*
- *Professionally communicates with clients and internal team members while building trust*
- *Operate with simplicity, clarity, and efficiency*
- *Maintain continuous communications with the Management Team and appropriately escalate issues in a timely fashion*
- *Deliver job duties as described within the Job Description*

## **Benefits Offered**

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In addition to the salary offered, Hollaway provides a competitive benefits package that includes paid time off, retirement benefits, medical, dental/vision, disability, and life insurance. Benefit information relevant to your position consists of the following:

- Fully developed onboarding program
- Group health insurance (75% covered by employer, including dependent coverage)
- Vision insurance (100% covered by employer)
- Dental insurance (75% covered by employer)
- Life insurance (100% covered by employer)
- Short-term disability insurance (100% covered by employer)
- Paid parental leave
- 401K with employer match up to 4%
- Flexible spending account (FSA)
- Health savings account (HSA)
- Monthly Health and Wellness Incentive Program (Up to \$200/ month)
- Individual Professional Development Plans and dedicated budget per employee
- Tuition Reimbursement (Up to \$1,500/ year)
- Unlimited access to our online training system
- Full access to multiple web-based team collaboration and employee engagement tools
- Regular team-building activities
- Access to Insperity's Perks at Work (discounts on travel, electronics, entertainment, and more)
- AAA membership

**Salary Range** - \$70,000– \$78,000 \*Salary commensurate with experience and qualifications

Hollaway is committed to providing an environment of mutual respect where equal opportunities are available to prospective and current employees. All employment decisions will be based on merit, competence, performance, and business needs. We do not discriminate based on race, color, religion, creed, national origin, aboriginality, ancestry, marital status, sexual orientation, gender identity or expression, physical or mental disability, pregnancy, genetic information, veteran status, age, political affiliation, or any other non-merit characteristic protected by law.

## **Who We Are**

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Hollaway Environmental + Communication Services bridges two worlds that are uniquely connected: Environmental Services and Communications Services. As such, we are a non-traditional firm that understands the big picture and provides holistic services as needed.

- **Core Values**

**S**ignificance – Our ability to drive REAL results on every project we serve.

**C**ourage – Doing what it takes to lean in, try something new, to learn, and to overcome challenges.

**A**ccountability – We take responsibility. Always.

**L**eadership – Every employee at Hollaway is empowered to serve our clients with care, to grow, to lead, and to serve the greater communities in which we live, work, and play.

**E**mpathy – We recognize the humanity and dignity of every person we encounter, and this is at the heart of everything we do.

- **Culture**

We pull off the impossible by constantly communicating and contributing to the team first and the individual second. We make commitments and we honor them by lending a helping hand while maintaining a sense of urgency. Much is expected but much is offered as we invest deeply in the individual employee.

- **DEI+B Statement**

ALL are welcome here at Hollaway, regardless of race, ethnicity, gender, sexual orientation, age, social class, physical ability or attributes, religious values, national origin, and political beliefs. Always. We are committed to diversity, equity, inclusion, and belonging and to intentionally creating space for people to be their authentic selves.

Hollaway recognizes and honors the differences amongst our employees and celebrates the characteristics that make our team unique. By doing so, we continue to position ourselves as a leader in our industry and an example to be followed.