



**DES MOINES WATER WORKS**  
invites applications for the position of:

## **Communication and Outreach Manager**

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**SALARY:** \$39.40 - \$52.41 Hourly  
\$81,962.19 - \$109,009.68 Annually

**OPENING  
DATE:** 03/30/23

**CLOSING  
DATE:** 04/15/23 05:00 PM

### **JOB SUMMARY:**

Under the supervision of the CEO/General Manager, leads, coordinates, and monitors all communication to the community, media, legislature, and other DMWW stakeholders. Provides leadership in community outreach efforts related to watershed planning, source water protection and other projects impacting DMWW, our community and our customers. Works with and builds coalitions to support DMWW priorities. This position may require time dedicated to activities outside of the office and will work a schedule that occasionally includes evenings.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

- Works with staff to coordinate the utility's public messaging including newsletters, webpage and social media content, press releases, public presentations and other forms of public communication
- Works with staff to coordinate and develop the utility's internal communication including employee newsletters
- Manages and maintains the utility's social media platforms
- Develops and coordinates the production of public communication materials, including press releases, newsletters, presentations, and required regulatory communications including Consumer Confidence Reports
- Communicates DMWW's position through public presentations, conferences, meetings, developing print material, and other appropriate means
- Responds to inquiries, composes white papers, position papers and correspondence
- Interprets and shares technical information both verbally and in writing so it can be easily understood by others
- Interfaces on behalf of DMWW with local, state, and federal agencies, regulators, environmental groups, trade organizations, customers, media, and the public
- Regularly works with technical and managerial staff to develop advocacy positions and communication strategies
- Provides leadership and assists with outreach programs such as educational programs, special initiatives, strategic planning initiatives, and other utility initiatives
- Advocates for improved source water quality through outreach, collaboration, and planning to implement resource management, best practices, sustainable funding, and appropriate public policy
- Builds coalitions through outreach to utility stakeholders, environmental groups, trade organizations, landowners, producers, regulators, legislators, academics, and others to further DMWW priorities

- Attends appropriate meetings and hearings of agencies and groups that involve DMWW issues
- Serves as DMWW's point of contact during the legislative session and facilitates DMWW's communication and response on legislative questions and issues
- Presents policy positions and options to the DMWW Board of Trustees on an as needed basis
- Communicates and advocates approved policy positions
- Performs other duties of a similar nature as requested

## QUALIFICATIONS:

### MINIMUM QUALIFICATIONS:

**Education:** Bachelor's Degree in communication, political science, business, or environmental fields of study.

**Experience:** Minimum of five years experience in public relations, communication, outreach, and coalition building required. Additional education may substitute for required experience.

**Licenses/Certifications:** Must have a valid driver's license

### PREFERRED QUALIFICATIONS:

Knowledge of the legislative and regulatory process

## SUPPLEMENTAL INFORMATION:

### Des Moines Water Works is an Equal Opportunity Employer

The selection process consists of an evaluation of education and experience, an interview, completion of selected assessments and completion of a criminal background check, which includes a sex offender registry check. The selected Des Moines Water Works candidate must also be able to pass a pre-employment drug screen and physical.

### E-Verify Process:

Des Moines Water Works participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with Des Moines Water Works must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documents as soon as possible after the job offer has been made. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-283-8701

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.dmww.com/careers>

Position #1-2420-20  
 COMMUNICATION AND OUTREACH MANAGER  
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2201 George Flagg Parkway  
 Des Moines, IA 50321  
 515-283-8717

[employment@dmww.com](mailto:employment@dmww.com)

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## Communication and Outreach Manager Supplemental Questionnaire

- \* 1. Describe your usage of social media platforms for corporate communications.

- \* 2. Describe the most challenging audience you have presented to, what was the topic, what was their issue with the topic, and how did you handle the situation?
  
- \* 3. What do you know about source water quality and how would you best develop a plan to advocate for it?

\* Required Question