

**Job Code:** CRDCOM  
**Title:** Communications Coordinator  
**Studio/Dept:** Communications / Insights & Impact  
**Reports to:** Director of Communications  
**Worktype:** Hybrid Remote  
**Status:** Full-Time, Non-exempt



### **POSITION PURPOSE**

The Communications Coordinator supports consumer and industry communications with activities that promote Oregon as a remarkable destination by providing programmatic and administrative support to the Communications team, as the team works to activate [Travel Oregon's 10-Year Strategic Vision](#). The person in this position provides a variety of specialized support and coordination that enable efficient communication activities, including researching and tracking media and potential pitches. This role serves as a Communications team liaison to internal teams and external partners and provides assistance to ensure the department's goals and mission are achieved.

### **ESSENTIAL FUNCTIONS/MAJOR DUTIES**

#### Communications Coordination – 50%

- Compile information, documents and departmental reports; support tracking and reporting; and draft and review documentation, presentations and other materials for internal and external audiences to support accurate, efficient operations of the Communications team.
- Draft and support communications internally and externally, including industry partners and media.
- Review and edit presentations and reports to ensure appropriate messaging and accuracy of content.
- Support Communications team with the planning and execution of tradeshow, media missions press trips, Regional Destination Management Organization (RDMO) tours and other events.
- Support planning of industry/consumer events such as National Travel and Tourism Week and others.
- Coordinate purchasing and delivery of media giveaways.
- Work cross functionally with other teams' Coordinators to share information and ensure alignment and efficiency in supporting programs and operations.

#### Project Coordination – 30%

- Coordinate project activities and tracking to support project completion on time and in alignment with identified objectives.
- Determine appropriate involvement from other staff on projects, track project status from inception to completion, work independently and with internal teams as well as external agency partners to assist with completion of projects, anticipate roadblocks and problem-solve.
- Manage small projects with defined scope and budget, including coordinating task completion across a small project team.
- Support Communications Managers in monitoring Communications project activities for alignment with goals and objectives. Bring capacity to projects by providing additional support, acting on urgent project elements, or providing other support, as needed.
- Support tracking of contractor and vendor deliverables.

#### Administrative Support– 20%

- Coordinate meetings for the team and partners as needed.
- Coordinate contract management, including tracking contract expiration dates, contract limits and

supporting contract managers with contract development. Support tracking of contractor and vendor deliverables.

- Answer and route phone calls and emails from the public, media and partners related to communications priorities and outcomes.
- Capture and follow-up on action items identified in project and team meetings.
- Provide back-up administrative support to Executive Assistant as needed, such as providing invoice tracking support.

Perform all responsibilities in alignment with Travel Oregon's stewardship lenses, community agreements, and commitment to fostering diversity, equity, and inclusion.

### **SUPERVISORY RESPONSIBILITY**

This role has no supervisory responsibilities.

### **JOB SCOPE**

Work performed by this position receives a moderately high level of supervision. It involves recurring work situations with occasional variations from the norm and operating from established and well-known procedures yet is moderately complex. The complexity in work is derived from maintaining an understanding of all current projects, industry partner relations, and data analysis and reporting.

Decisions are made within prescribed operating guidelines. Typical decisions involve prioritizing work based on team schedules, scheduling meetings accordingly, and determining project timelines and deadlines. The incumbent is not accountable for budget preparation or compliance, nor is involved in long-range operational planning or strategic planning. Mistakes and errors in work, such as missing deadlines, may negatively impact partner and stakeholder relationships.

Records maintained by this role may include contracts, invoices, accounting information, media travel itineraries, and letters of support and department reports.

### **INTERPERSONAL CONTACTS**

Contact normally occurs with others both inside and outside of the organization; most of the communication is internal and most frequently takes place with others in the Department and others working on Communications projects. Contacts outside of the Organization may include vendors, contractors, industry partners, Commissioner, and members of the media.

Most contact with others occurs via email, some occurs face-to-face or in virtual settings, and seldom may occur by phone. Confidential/sensitive matters are sometimes discussed.

### **COMPETENCIES**

*Basic competency is required in Travel Oregon's Foundational Competencies:*

- **Active Listening:** Full Attention | Sincere Interest | Appropriate Non-Verbal Cues | Suspension of Judgement | Seek First to Understand
- **Change Agility:** Adaptability | Resilience | Accepts Needed Change | Empathy | Fine with Ambiguity
- **Communicativeness:** Transparent | Approachable | Multi-media | Frequent Communicator | Accessible | Right Medium
- **Composure and Self-Objectivity:** Appropriately Expressive | Emotional Control | Performs Under Stress | Self-Aware | Knows Own Strengths & Weaknesses | Open to Feedback | Mindful & Present

- **Drive / Energy:** Enthusiasm for Role | Understands Personal Motivations | Balanced & Healthy Lifestyle | Grit
- **Informal Communication:** Good at Dialogue | Approachable & Accessible | Personable | Articulate
- **Initiative:** Proactive | Responsible | Accountable
- **Integrity and High Standards:** Honest | Reliable | Positive | Objective | Attention to Detail | Driven to Do Best Work
- **Learning Agility:** Curious | Open | Learns Quickly | Rational
- **Organizing and Planning:** Makes Best Use of Time | Efficient | Thinks Ahead | Imagines/Plans for Contingencies | Follows Up
- **Team Player / Sensitivity:** Voluntarily Collaborates | Enjoys Team Rewards | Supportive | Inclusive | Considers Others' Feelings | Values Diversity
- **Technology Savvy:** Leverages Appropriate Hardware & Software | Stays Current with Relevant Technologies

## **EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES**

### **Qualifications**

- A bachelor's degree and a minimum of two years of experience in a professional business environment supporting a communications/public relations team OR any combination of education/coursework/training and work experience necessary to meet position requirements.
- Experience must include project planning and coordination, skill in building relationships with both internal and external stakeholders, and an understanding of media relations.
- High proficiency use of Microsoft Office Suite, including strong calendar management skills in Outlook, presentation development in PowerPoint, Adobe Acrobat, and digital signature software. Proficiency in the use of video and audio-conferencing platforms such as Zoom.

### **Success Attributes**

- Skill in editing written communications, documents, and presentations; thorough knowledge of Associated Press style a plus.
- Ability to use/experience with project management and collaboration tools such as ClickUp, Microsoft Teams, SharePoint, Dropbox and others.
- Experience developing/implementing processes to support team organization and efficiency.
- Ability to prioritize competing priorities and meet multiple overlapping deadlines.
- Knowledge of project management best practices including managing conflict, and bringing groups to consensus, with skill in managing project tasks project tasks and prioritizing deadlines for multiple team members.
- Experience monitoring team budgets, tracking contract budgets, understanding what falls within and outside of a contract's scope of work.
- Skill in communication with the ability to represent and champion team priorities to both internal and external stakeholders.
- Experience in or understanding of tourism and/or hospitality industry.

**JOB EFFORT AND CONDITIONS**

This job type is designated as Hybrid Remote. The employee operates remotely and from time-to-time in professional business environments. While performing the duties of this job, the employee is regularly required to maintain a stationary position for long periods of time (sitting or standing); communicate with employees, partners, and stakeholders; and use electronic devices to communicate, develop work products, and carry out responsibilities. When working at the physical office, the employee is required to move inside the office to attend meetings, access items, and use equipment.

Work outside of normal business hours, including evening and/or weekend meetings and long hours during peak periods is expected seasonally.

Occasional travel, including overnight travel, less than 20 times per year, is required for this position. Travel working conditions vary based on business reasons, but typically include long periods of maintaining stationary positions (sitting or standing) and attending meetings and social situations. While traveling, the employee is required to move inside buildings, offices, and a variety of establishments to conduct business travel and meetings and move or transport items up to 15 pounds. Rarely is the employee is required to move or transport items up to 25 pounds.