



COOK COUNTY, ILLINOIS

Deputy Director of Internal Communications Opportunity in Chicago

The Cook County Department of Human Resources is seeking a Deputy Director of Internal Communications to join our team.

Cook County offers great benefits and the chance to participate in a strong tradition of public service. Cook County is home to more than five million residents, roughly 45% of Illinois' population. Cook County Government provides a range of vital services and programs that enhance the quality of life for residents across the region. These services range from health care to urban planning. Cook County is committed to empowering its employees to bring our constituents the best that public service has to offer.

Under the direction of the senior management of the Bureau of Human Resources (BHR), the Deputy Director of Internal Communications is responsible for a range of communication and public relations activities in support of communicating human resources strategies for the County. Creates and implements human resource communication policy and procedures for the department, as well as the implementation of internal communication to support human resources programs. Drafts communications and correspondence on behalf of the Chief Human Resources (HR) Officer and HR Strategy department and coordinates other internal communication. Provides website and related content for the department to maximize key messaging around marketing and branding strategies. Creates and monitors key measurements to track communication messaging data for improvement. Speaks on behalf of or for the Deputy Bureau Chief - HR Strategy Responds to media inquiries.

How do I apply?

Please submit a Cover letter and Resume to Shakmanexemptapplications@cookcountyil.gov.

When are Resumes due?

Until Filled.

SNAPSHOT OF COOK COUNTY:

- Cook County employs over 22,000 employees who work in a variety of skilled jobs and trades.
- Health Care – Cook County established the nation's first blood bank in 1937. Cook County Hospital was the first to have a dedicated unit for trauma services. Today our healthcare system treats more cancer patients than any other provider in the metropolitan area.

- Technology – Cook County’s Bureau of Technology provides technology support to Cook County offices and employees, with its wide area network providing service to more than 120 municipalities.
- Courts – Cook County oversees one of the nation’s largest unified criminal and civil justice system and administers the largest single jail site in the country.
- Highway – Cook County maintains almost 600 miles of roads and highways.
- Land – Cook County assesses the value of more than 1.5 million parcels of taxable land and collects and distributes tax funds as a service for local government taxing bodies.
- Safety – Cook County provides vital services to local government, from conducting elections in suburban areas to offering 911 services in unincorporated areas and municipalities.

Location:

Located in the Loop District of downtown Chicago, one of the most formidable business districts in the world, the area has an astounding number of cultural foundations, stunning parks such as Millennium Park and Maggie Daley Park, steps away from the Chicago Riverwalk, award-winning restaurants and plenty of shopping!

In addition, Chicago is serviced by multiple bus and train lines for public transportation from the suburbs to the city, taxis are plentiful, public parking garages for motorist, and bicycle share rentals and local bike lanes for bicyclist.

Benefits:

Cook County employees have access to a variety of benefits, including:

- Medical and Pharmacy Plans
- Dental Plans
- Vision Plan
- Flexible Spending Accounts – Health Care and Dependent Care
- Life Insurance – Group Term and Supplemental Life
- Commuter Benefits
- Pre-paid Legal Services
- Retirement Benefits
- Competitive Base Pay

Post Offer testing:

This position requires successful completion of post-offer tests, which may include a background check, drug screen and medical examination.

PURSUANT TO EXECUTIVE ORDER 2021-1 AND COOK COUNTY’S MANDATORY COVID-19 VACCINATION POLICY, THE SELECTED CANDIDATE WILL BE REQUIRED TO EITHER **SUBMIT PROOF OF FULL VACCINATION OR A REQUEST FOR REASONABLE ACCOMMODATION PRIOR TO THE START OF EMPLOYMENT.** PLEASE CLICK THE FOLLOWING HYPERLINKS FOR THE FULL TEXT OF EXECUTIVE ORDER 2021-1 AND THE COOK COUNTY MANDATORY COVID-19 VACCINATION POLICY.

[EXECUTIVE ORDER 2021-1](#)

Pursuant to the Shakman Consent Decree, Supplemental Relief Order and the Cook County Personnel Rules, this position is exempt from the County's career service rules, is at-will and political reasons or factors may be considered when taking any employment action. As an employee in a Shakman exempt position, if you do not currently live in Cook County, you will have six (6) months from date of hire to establish actual residency within Cook County.

COUNTY OF COOK



Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 9567
Job Title: Deputy Director of Internal Communications
Salary Grade: 24
Bureau: Bureau of Human Resources
Department: Human Resources
Dept. Budget No. 1032
Position I.D. 0130222
Shakman Exempt

Characteristics of the Position

General Overview

Under the direction of the senior management of the Bureau of Human Resources (BHR), the Deputy Director of Internal Communications is responsible for a range of communication and public relations activities in support of communicating human resources strategies for the County. Creates and implements human resource communication policy and procedures for the department, as well as the implementation of internal communication to support human resources programs. Drafts communications and correspondence on behalf of the Chief Human Resources (HR) Officer and HR Strategy department and coordinates other internal communication. Provides website and related content for the department to maximize key messaging around marketing and branding strategies. Creates and monitors key measurements to track communication messaging data for improvement. Speaks on behalf of or for the Deputy Bureau Chief - HR Strategy Responds to media inquiries.

Key Responsibilities and Duties

Develops communication polices and strategies to align with departmental goals and priorities and ensure transparency.

Focuses on communication strategies and methods to broaden the impact of services/programs and oversees organization of messaging important communication for the department.

Implements and monitors marketing and branding recruitment strategies ensuring prominent and consistent messaging.

Attends critical and confidential discussions with the county leadership and other staff to assist in formulating key responses needed to the media and public to address issues, as needed.

Composes or compiles reports, and other documentation to inform the President's communications team, Commissioners or Department/Bureau Head regarding Department/Bureau programs, policies and/or procedures.

Prepares press briefs for the Department/Bureau Head as approved by the President's communications team; anticipates questions and assists the Department/Bureau Head in preparing documentation and appropriate responses for the press, media, or to respond to internal and external inquiries.

Drafts communication for key programs, policies, and talking points for the department.

Creates messaging for all forms of communication including online and social media.

Oversees all aspects of marketing, and outside event logistics for both internal and external stakeholders.

Works with the President's office to develop and implement website content to maximize adherence with brand and style guidelines.

Develops key measurements and analyzes data to improve communication strategy.

Collaborates with the Training Division ensuring training programs support the overall strategic messaging for the department.

Works with all BHR divisions on communications to ensure consistent and proper messaging.

Knowledge, Skills and Abilities

Knowledge of communications, public relations, social media communications and marketing best practices and functions, policies and procedures, principles, and techniques.

Knowledge of the types and methods of organizational and employee communication and implementation of related strategies.

Skill with event coordination, production, planning procedures, and techniques.

Skill in oral and written communications with the ability to formulate clear and concise language and compose material for internal release or presentation.

Skill developing strategic partnerships with stakeholders within marketing, including digital, print marketing, channel partner marketing, customer marketing, events, creative campaigns, content, brand, etc based on Cook County Government operations policies, and procedures

Ability to lead and manage an inclusive workforce to maximize employee talent, growth, development, and skills as well as resolve disagreements through conflict resolution tactics.

Ability to evaluate and prioritize multiple assignments in an efficient and timely manner and work under stress and interruptions

Ability to work in a highly confidential environment and handle sensitive matters.

Ability to understand the dynamic change in communication, make recommendations that generate results, and work collaboratively across the department to align execution of department engagement goals.

Minimum Qualifications

Graduation from an accredited college or university with a bachelor's degree, PLUS a minimum of three (3) years of experience in internal communications, public relations, journalism, or related field in the public or private sector OR an equivalent combination of professional work experience, training and education.

Preferred Qualifications

Graduation from an accredited college or university with a bachelor's degree in Communications, Public Relations or Journalism.

Five (5) years' experience as a Communication Manager working for a government agency.

Prior supervisory and management experience.

Professional work experience in the public relations field.

Physical Requirements

Sedentary Work

Sedentary Work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.