



COUNTY OF RIVERSIDE REGISTRAR OF VOTERS

Department Public Information Officer I



— THE COUNTY OF RIVERSIDE —

With rivers, mountain peaks, deserts and fertile valleys, Riverside County offers diversity that few locations can match. More than two million people live in Riverside County, taking advantage of a high quality of life, affordable housing, and a multi-faceted environment of rolling hills, lakes, rivers, deserts, and forests. It has been one of the nation's fastest-growing counties for several decades. California's fourth largest county by population is expanding its economy, working to make Riverside County as business friendly as possible and using health and recreation strategies to make the County a healthier place for residents. Each year, millions visit the County to take advantage of the glorious desert winter, the world-class, award-winning wine country near Temecula, the Palm Springs International Film Festival, the Coachella, and Stagecoach mega concerts, Festival of Lights, the Paribas Open at the Indian Wells Tennis Center and the Humana Challenge, the golf tournament formerly known as the Bob Hope Classic. All those, combined with a rich cultural heritage and frontier history, make Riverside County a great place to live, work, or visit. The County's housing market continues to be among the most affordable in Southern California. Higher education institutions are abundant throughout the area, providing continuous educational opportunities for professional development.

— GOVERNANCE —

Guided by a strategic vision created to provide and enhance needed services into 2030 and beyond, the County has a proactive view to the future. County of Riverside government recognizes the value of a qualified and diverse workforce, making it a priority to build an organization that reflects the vibrant community it serves. The County's leadership consists of five members of the Board of Supervisors who serve as both the legislative and executive branches of the County government. They are elected by district, on a nonpartisan basis, to four-year staggered terms. There are no term limits. The Board Appointed County Executive Officer oversees the day-to-day activities of the County's agencies and departments. The County's core business includes law enforcement, probation, parks, community development, public works, public health, public

social services, the County hospital, fire, housing, and employment and administrative services. The County of Riverside has more than 21,000 employees across over 40 departments and agencies.

To learn more about the County of Riverside, go to <http://www.countyofriverside.us/>

— THE REGISTRAR OF VOTERS DEPARTMENT —

The Registrar of Voters' Department has a motivated, stable, and closely-knit staff of 40 full-time and up to 900 seasonal employees. Leadership is approachable, accessible, and vested in employee training, growth and development. The County Registrar of Voters offers an exciting, high-volume, and fast-paced environment that provides 1.3 million county residents the opportunity to exercise their right to vote.

Mission Statement – *Ensure the electoral process will be conducted professionally, consistently demonstrating neutrality and non-partisan decision-making, based upon a thorough knowledge of and compliance with all election laws by administering them timely, responsively and with integrity on behalf of those we serve.*

To learn more about the Department, go to: <https://voteinfo.net/about-us>

— THE POSITION —

The Department Public Information Officer I (PIO) plans, organizes and manages social media, videos, voter education, public service announcements, digital radio, cable, public records requests, press releases, replies to inquiries, and oversees the department's communications plan. This includes communications strategies which fosters public understanding, awareness and education of the Agency/Department goals, policies, programs, and services. The PIO is responsible for providing accurate, timely, and consistent information to internal and external customers, and partnering and collaborating with other department PIO Officers, including the County Executive Office.





Examples of Essential Duties

- Manage the department's public information program, which serves as the primary point of contact for media requests for information.
- Plan, direct and oversee the activities of the public relations staff engaged in the production, development, publication, and broadcast of information of department policies, services and activities to the public and the community.
- Oversee, design and coordinate the preparation of effective and timely news releases, newsletters and other informational and promotional material concerning departmental activities related to interaction with the media.
- Oversee the development and maintenance of the department's internet presence to effectively communicate services, image and identity.
- Serve as the liaison between departmental executive management and the Board of Supervisors, various public and private agencies, community organizations and customers, the Executive Office, and various County departments for the investigation and response to public relations and media related issues, inquiries and complaints of a sensitive or controversial nature having potential for media coverage and community concern.
- Conduct administrative studies of the effectiveness of departmental public affairs and relations initiatives and recommend new and revised policies, procedures and systems designed to improve effectiveness of services and reduce administrative costs in the areas of community coordination, customer relations and marketing strategies.
- Develop and maintain liaisons with representatives from other governmental jurisdictions, community entities, stakeholders, and public agencies to promote positive communications and public image, including the Secretary of State and other election agencies.
- Write speeches and make presentations to the media, community groups and other agency representatives on information regarding Departmental issues, programs and activities.
- Analyze the extent of public understanding and accuracy of the public education and community outreach programs administered by the department, and determine the need for further public information, community outreach and educational activities.
- Perform other related duties as required.

— THE IDEAL CANDIDATE —

The ideal candidate will be a skilled communicator and have excellent interpersonal skills with the ability to provide information effectively, clearly, and openly to a wide range of audiences. In the current environment of political scrutiny and advocacy, this position requires an individual that is objective, creative, patient, and can be calm under pressure. The successful candidate will have a background in conflict management and resolution, political awareness and savvy, who understand the needs and benefits of public service and customer service.

Key Attributes and Characteristics

- **Build trust** – Be able to provide the information that the public needs (even if they don't know they need it). Be transparent and be a resource to tell a difficult story when necessary.
- **Be a source** – Be present, so the community and stakeholders will know the PIO can be relied on for current and accurate information. Work with other departments to expedite answers and provide context for issues.
- **Be a bridge** – Be a connecting point to get people where they need to go.
- **Anticipate needs and monitor feeds** – Keep fingers on the pulse of the community. The PIO will manage the various social media offerings provided by the divisions within the Registrar while also recognizing hot topics that arise in the community. By anticipating community needs, the PIO will be able to assist in better preparing responses for successful outcomes.

— QUALIFICATIONS —

- A bachelor's degree from an accredited university in journalism, communications, English, public relations, public/business administration, or a closely related field. (Additional qualifying experience may substitute for education on the basis of one year of full-time experience equaling 30 semester or 45 quarter units of education.)
- Four years of professional experience in journalism, media or public relations composing news articles and providing information to the public as an organization's spokesperson.
- Knowledge of the methods of planning, coordinating and implementing an effective public information program; methods and techniques used in planning press conferences; techniques in developing and producing audio-visual presentations; styles and techniques in speech writing.
- The ability to complete assignments within strict time constraints; evaluate and apply government regulations to program planning; maintain confidentiality of sensitive information; establish and maintain effective working relationships with staff, public and representatives from outside agencies; coordinate public information and education programs with other jurisdictions; coordinate the activities of audio-visual specialists, graphic artists or other specialists in preparing public information medium; recognize problems and develop effective solutions; act independently in converting complex technical information into a meaningful and applicable format for the targeted audience.



— SALARY AND BENEFITS —

The salary range for this position is \$83,184 - \$123,043 annually depending on qualifications and experience.

In addition to a competitive salary, the County of Riverside offers an excellent benefits package that includes:

- **MEDICAL/DENTAL INSURANCE:** A Flexible Benefit Credit is provided on a monthly basis as governed by the Management Resolution or applicable bargaining unit. Vision coverage is provided through Vision Service Plan (VSP) at no cost to employee or eligible dependents.
- **RETIREMENT:** County of Riverside has three retirement Tiers through the California Public Employees' Retirement System (CalPERS).

Tier I (Classic Member – Formula 3% @ 60): Applicable to current and former County of Riverside local miscellaneous employees hired prior to 08/24/2012 and did not withdraw CalPERS contributions. The employee contribution is eight (8%) percent.

Tier II (Classic Member – Formula 2% @ 60): Applicable to local miscellaneous employees 1) hired after 08/23/2012 through 12/31/2012; 2) Previously employed with another CalPERS contracting public agency or a reciprocal retirement system, with a break in service of less than six months between the separation date with the previous employer and the appointment date with the County of Riverside. The employee contribution is seven (7%) percent.

Tier III (PEPRA New Member - Formula 2% @ 62): Applicable to CalPERS local miscellaneous new members hired on or after the implementation of the Public Employees' Pension Reform Act of 2013 (PEPRA) which took effect January 1, 2013. **As of July 1, 2020, the employee contribution is 7.25% and subject to change annually.**

- **401(a) MONEY PURCHASE PLAN:** County contribution of \$50 per pay period towards choice between two 401(a) plan providers.
- **ANNUAL LEAVE** (Bi-Weekly Accrual):

0 < 36 months = 8.92 Hours
 36 to <108 months = 10.46 Hours
 108 or more months = 12.00 Hours

Maximum Annual Leave accumulation is 1,800 hours. Employee may receive pay in lieu of up to 80 hours per calendar year. Agency/Department Head may approve an additional 80 hours.
- **HOLIDAYS:** Normally 12 paid holidays per year.
- **BEREAVEMENT LEAVE:** 5 days (3 days are County paid; 2 days can be taken through use of accrued leave balances).

- **BASIC LIFE INSURANCE:** \$50,000 of term life coverage. Premiums are paid by the County. Additional Supplemental Life plan is available for employee purchase.
- **LONG-TERM DISABILITY (LTD):** Benefit pays 66.67% of earnings to a maximum of \$10,000 per month; 30-day waiting period; pays to age 65. Benefit can be coordinated with other available leave balances to provide up to 100% of pay.
- **POST RETIREMENT MEDICAL CONTRIBUTION:** A monthly contribution is made by the County towards retiree health insurance offered through the County as governed by the Management Resolution or applicable bargaining unit.
- **OTHER:** There may be other benefit provisions as specified in the applicable Memorandum of Understanding, Management Resolution, or Salary Ordinance. Please contact the recruiter listed on the job posting directly for more information.

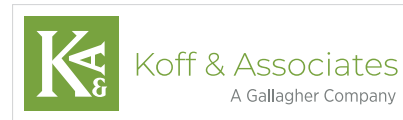
— APPLICATION PROCESS — AND RECRUITMENT SCHEDULE

The final filing date is Monday, October 2, 2023.

To be considered, please electronically submit your resume, cover letter and a list of five professional references (references will not be contacted in the early stages of the recruitment) to:

<https://koffassociates.com/public-information-officer-i/>

Resumes should reflect years and months of positions held, as well as size of staff and budgets you have managed. For additional information, please contact:



Frank Rojas / Peter Smith
 (510) 495-0448 / (510) 342-3233

Frank_Rojas@ajg.com / Peter_Smith1@ajg.com
 Website: <https://koffassociates.com/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the County. The County will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.

