



# Commonwealth of Massachusetts

## OFFICE OF THE COMPTROLLER

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COMPTROLLER

### OFFICE of the COMPTROLLER (CTR) Communications Coordinator (Program Coordinator II) FY 2022-016

#### About the Office of the Comptroller

The Office of the Comptroller of the Commonwealth of Massachusetts (CTR) is an independent and apolitical overseer of governmental and other funding sources, totaling more than \$94 billion in revenue and \$95 billion in spending in Fiscal Year 2021. In addition, the Office of the Comptroller oversees the Commonwealth's expenditure, payroll management, and major audit functions.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

#### Position Summary

The Office of the Comptroller seeks a **Communications Coordinator**, reporting to the Chief Communications Officer. The Communications Coordinator will support CTR's external and internal communications and strategies. This position will develop and execute communications strategies, may act as a spokesperson representing the Office of the Comptroller, at the direction of the Chief Communications Officer, to media, respond to media inquiries, and draft correspondence for both external and internal audiences. Additionally, this position will oversee multimedia content production including video, images, documents, and interactive content, as well as other materials as required.

This position demands excellent writing skills, impeccable attention to detail, a strong ability to multitask with accuracy, and exceptional interpersonal skills that fosters collaboration and the ability to build relationships across the Office and with CTR's external partners.

#### Specific Duties

The specific duties of this position include but are not limited to the following:

- Develop and execute communications strategies for external and internal audiences
- Act as a spokesperson representing the Office of the Comptroller
- Respond to media inquiries in a timely manner
- Draft correspondence for external audiences including business partners, the general public, and the media
- Draft correspondence for internal audiences on matters including executive communications, human resources, security, facilities, and others
- Update and maintain CTR's suite of websites including public-facing, state intranet, state payments portal, employee information portal
- Archive and backup content in accordance with Internal Control Plan
- Monitor and contribute to CTR's social media accounts on Twitter, Facebook, LinkedIn
- Produce and distribute newsletters and other email updates for external and internal audiences
- Write for a variety of audiences, including the general public, other areas of the Commonwealth

- Produce multimedia in support of Operations Team / Communications Team requirements, including video, images, interactive content
- Design and format documents to conform with CTR branding
- Other tasks as needed for Operations Team / Communications Team requirements
- Exercises discretion and maintains professionalism and strict confidentiality with all materials
- Performs projects and assignments, as assigned

### **Capabilities and Attributes**

This position requires a motivated self-starter with the following capabilities and attributes:

- excellent communication skills;
- impeccable attention to detail;
- superior time management;
- ability to pivot to address items requiring immediate attention;
- proven ability to multitask with accuracy;
- ability to contribute and work productively as part of a team and equally as an individual contributor;
- positive attitude;
- capacity to learn and adhere to new standards and guidelines as necessary; and
- ability to work well under pressure.

### **Minimum Entrance Requirements**

Applicants must have at least (A) three years of full-time, or equivalent part-time, professional, professional internship, administrative, supervisory, or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

- I. A Bachelor's degree with a major in business administration, business management, or public administration may be substituted for a maximum of two years of the required experience.\*
- II. A Graduate degree with a major in business administration, business management or public administration may be substituted for the required experience.\*
- III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year experience.\*

\*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

### **Required Qualifications**

- Ability to write clearly and succinctly
- Demonstrated experience condensing complex information for legibility
- Experience with Microsoft Office (Word, Excel, PowerPoint)
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands
- Demonstrated strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail

### **Preferred Qualifications**

- Experience with public/media relations
- Experience maintaining a public website using WordPress or similar content management system a plus
- Experience creating and executing social media plans
- Experience monitoring social media accounts
- Understanding of modern, responsive, accessible, website design fundamentals
- Knowledge of HTML a plus
- Experience using MailChimp, Constant Contact, or similar email marketing application a plus
- Experience using the Adobe Creative Suite (Photoshop, Illustrator, InDesign, AfterEffects, Premiere, Acrobat Pro) or similar design software a plus
- Understanding of basic graphic design principles a plus

**Salary Range**                      \$62,268.18 - \$ 89,143.08

As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees.

Salary rates effective July 3, 2022.

### **Benefits Package**

CTR is pleased to offer a comprehensive benefits package for its employees and managers. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans. Details of the various plans and the cost split between employer and employee may be reviewed by looking at the Group Insurance website, <https://www.mass.gov/orgs/group-insurance-commission> and/or as part of the interview process.

CTR employees also participate in the Commonwealth's State Retirement Plan, which may become a Defined Benefit Plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs.

### **CTR Hybrid Work Model**

CTR began operating its hybrid work model on November 1, 2021. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR does not reimburse for employees to travel to the office.

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

### **COVID-19 Vaccination Requirement**

The successful applicant will be required to have received the full required regimen of vaccine doses of a COVID-19 vaccine (two doses of the Pfizer/Moderna vaccine or one dose of the Johnson & Johnson vaccine) prior to their start date, and may be required to demonstrate that they continue to maintain COVID-19 vaccination boosters in accordance with updated public health recommendations or policies that may be adopted by the Office of the Comptroller (e.g., staff shall obtain all recommended boosters.) Applicants who request to be exempt from the requirement for COVID-19 vaccination due to a documented medical condition that makes vaccination medically contraindicated or based on a sincerely held religious beliefs must obtain approval for such an exemption from the Office of the Comptroller before their start date.

Details relating to how to comply with this requirement which includes weekly testing may be discussed with CTR's Chief Human Resources Officer during the selection process.

### **Commitment to Diversity**

CTR is committed to building a diverse staff at all levels across its entire agency.

CTR IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.

### **Application Process**

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically, by **email** no later than 5:00 pm, on **June 28, 2022**.

Submissions should include the following:

- a cover letter
- resume
- three writing samples that showcase a variety of formats

Candidates chosen to advance to a second-round interview will also be required to submit:

- three professional references.

Please include position title and posting number in the subject line of your submission. Your application package should be submitted to:

[CTR-HR@mass.gov](mailto:CTR-HR@mass.gov)

Late submissions may be considered solely at the discretion of CTR.

**Required Background Check – Including Tax Compliance**

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,
- Federal IRS and
- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

**Further Information**

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.