

Director of Community Affairs

This leadership role is responsible for executing the strategic integration of community affairs, communication, and media functions. The Director will be a key member of the Township's ongoing efforts to serve the residents through accurate, timely, and relevant information.

Core Responsibilities

- **Strategic Leadership:** Develop and implement a unified community affairs and communications strategy that aligns Township messaging and branding across all platforms, including visual, written, and video channels.
- **Transformational Leadership:** Lead a once-in-a-generation transformation of the Township's cable department into a comprehensive, modern community communications outlet.
- **Community-First Approach:** Demonstrate a sustained commitment to serving residents and key stakeholders through timely responses, professional interpersonal communication, and adherence to best practices and ethical standards.
- **Cross-Departmental Leadership:** Break down operational silos to foster collaboration across departments. Establish best practices and systems to work effectively with Township leaders—both elected and appointed—to listen, respond, and advance shared community goals.
- **Community Engagement Development:** Identify and promote new opportunities for community engagement. Plan and communicate effective community events that align with the Township's broader outreach and communications objectives.
- **Presentation & Communication Skills:** Communicate complex ideas clearly and accessibly to diverse audiences. Actively listen to feedback—both positive and negative—and respond professionally in a manner that reflects the Township's best interests.
- **Innovation Advocacy:** Champion continuous improvement by integrating best practices and innovative approaches into all Township communications.
- **Public Information Officer (PIO) Leadership:** Serve as a proactive liaison between the Township and the public, ensuring the timely and accurate dissemination of information. Manage and coordinate crisis communication efforts as needed.
- **Community Relationship Management:** Develop and sustain programs that maintain strong relationships with community stakeholders, including neighborhood associations, block clubs, and local business leaders.
- **Cross-Cultural Awareness:** Demonstrate sensitivity to and understanding of the diverse communication needs, preferences, and methods required to reach all segments of the community effectively.

- **Coalition Building:** Assemble, lead, and sustain councils, task forces, and working groups as needed to support Township initiatives.
- **Operational Oversight:** Manage the department's budget and oversee technical service contracts, including cable franchise agreements and IT vendor relationships.
- **Departmental Leadership:** Recruit, mentor, and lead a high-performing communications team. Establish systems that promote innovation, collaboration, and professional growth across the Township.

Required Qualifications

- **Education:** Bachelor's degree or equivalent work experience
- **Experience:**
 - 10 or more years of progressive leadership experience in any of the following fields: municipal, association, corporate, or non-profit communication, community or public affairs.
 - 5 years of team management experience
- **Skills:**
 - Familiarity with digital content tools (Adobe Creative Suite, WordPress, Social Media analytics).
 - Awareness of relevant laws and best practices
 - Strong writing skills
- **Licensure:** Must possess a valid **Michigan Driver's License**.