

October 8, 2025

Jackie Q. Carter, Director Department of Employee Relations City Hall, Room 706

Dear Ms. Carter:

The Milwaukee Health Department (MHD) is hereby requesting the exemption of the position of the following vacant position:

Marketing and Communications Coordinator

The Marketing & Communications Coordinator supports the City of Milwaukee Health Department's mission to protect, promote, and advance the health of all Milwaukee residents by managing and executing communications across multiple platforms. This role focuses on digital content creation, marketing campaigns, and communityfocused communications that build trust, increase awareness of public health programs, and promote health equity. The coordinator works collaboratively on the Marketing and Communications team, with the second Communications Coordinator, the Graphic Designer, and the Marketing, Communications, and Public Information Officer. This role will also work with other MHD teams to ensure clear, accurate, and culturally appropriate messaging for their team and Health Department needs.

The exemption of this position will permit our department to select a candidate who will assist us in carrying out our public health mission.

Enclosed please find a job description for this position. Should you have any questions, please contact Lindsey O'Connor at 414-286-6406 at your earliest convenience.

Sincerely,

Michael F Totoraitis

Michael F. Totoraitis, PhD Commissioner of Health

City of Milwaukee CS-25, Rev. 11/14

JOB DESCRIPTION

FOR DER USE ONLY		
Vacancy No.		
City Service	Finance	
Commission:	Committee:	
Fire & Police	Common	
Commission:	Council:	

<u>Instructions</u>: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 10/9/2025	2. Present Incumbent: New Position				t underfilling	position?	
3. Date Filled:	4. Previous Incumbent:		YES ☐ NO ☒ If YES, indicate Underfill Title in box 10.				
Health Department Engag Divisi		Engage Divisio	u: Policy, Innovation, and ement on: Marketing and unications	Unit: Sectio	n:		
·		Teleph Email:		Work Schedule: Hours: 40 Days: Monday-Friday			
7. Represented by a Solution 8. Bargaining Unit: Union? Yes No If in District Council 48, which local?		l8, which local?			.SA Status (c	heck one): lon-Exempt	
10. Official Title: Marketing and Communications Coordinator		oordinator	Pay Ra		Job Code	EEO Code	
Underfill Title (if appl	icable):	cable):					
Requested							
Recommended Title (DER Use Only):		Approved by:					
			Date:				

11. BASIC FUNCTION OF POSITION:

The Marketing & Communications Coordinator supports the City of Milwaukee Health Department's mission to protect, promote, and advance the health of all Milwaukee residents by managing and executing communications across multiple platforms.

This role focuses on digital content creation, marketing campaigns, and community-focused communications that build trust, increase awareness of public health programs, and promote health equity. The coordinator works collaboratively on the Marketing and Communications team, with the second Communications Coordinator, the Graphic Designer, and the Marketing, Communications, and Public Information Officer. This role will also work with other MHD teams to ensure clear, accurate, and culturally appropriate messaging for their team, and MHD's needs.

- **12. DESCRIPTION OF JOB** (Check if description applies to **Official Title** ⋈ or **Underfill Title** ⋈:
 - **A. ESSENTIAL FUNCTIONS/Duties and Responsibilities:** (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
45%	Digital and Marketing Communications
	Social Media Management: Run MHD's official social media accounts day-to-day, including creating original content, scheduling posts, monitoring engagement, and responding appropriately. Use analytics to measure performance, grow followers, and tap into the community with culturally relevant content.

% of Time	ESSENTIAL FUNCTION
	 Website Management: Serve as a lead editor for the MHD website. Update and upgrade webpages regularly, ensure compliance with accessibility standards, and collaborate with program staff to keep information accurate and easy to navigate. CMS (Titan) Oversight: Manage updates in Titan CMS, troubleshoot issues, and identify opportunities to improve site usability and design. Newsletter Production: Develop, edit, and distribute MHD's monthly newsletter, ensuring content is accurate, timely, and aligned with departmental priorities. Campaign Support: Assist in developing and executing marketing campaigns that may include social media, blog posts, website updates, paid advertising (billboards, bus shelters, digital, radio, TV), and community engagement initiatives.
	Translate complex public health topics into clear, engaging messaging for the public.
25%	 Community Engagement-Focused Communications Develop communications that are culturally and linguistically appropriate, addressing the diverse needs of Milwaukee's residents. Support outreach campaigns that build trust in public health and combat misinformation. Collaborate with MHD teams and community partners to promote clinics, services, and health initiatives.
25%	 Strategic Support and Process Improvement (25%) Assist with project management of communications campaigns, ensuring timelines are met and tasks are coordinated across teams. Help develop streamlined processes for communications review, approval, and distribution. Support evaluation of communications campaigns using data, analytics, and community feedback to recommend improvements.
5%	 Media Support and Public Relations Provide backup coverage for media inquiries when the Marketing, Communications, and Public Information Officer is unavailable (e.g., overlapping requests, PTO). If PIO is unavailable, help draft talking points, public statements, press releases, and media advisories under direction of leadership. If PIO is unavailable, assist in preparing spokespeople for interviews and supporting logistics for press events.

B. NAME AND TITLE OF **IMMEDIATE** SUPERVISOR:

Marketing, Communications, and Public Information Officer

C. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Individual is expected to work independently with limited supervision. Work assignments and methods are outlined, reviewed, and approved by the Marketing, Communications, and Public Information Officer.

D. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = $\underline{\mathbf{0}}$.

<u>Direct Supervision:</u> List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a.	Assign duties		e.	Sign or approve work
b.	Outline methods		f.	Make hiring recommendations
c.	Direct work in progre	SS	g.	Prepare performance appraisals
d.	Check or inspect con	npleted work	h.	Take disciplinary action or effectively recommend such
	Number			Extent of Supervision Exercised
	Supervised	Job Title		(Select those that apply from list above, a - h)

F. MINIMIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to <u>enter</u> the job.)

Education and Experience:

Bachelor's degree in communications, journalism, public relations, marketing, or a related field. 2–6 years of progressively responsible communications, marketing, or public relations experience. Strong writing, editing, and organizational skills with the ability to tailor messages for diverse audiences. Experience managing websites (CMS), social media platforms, and digital campaigns. Familiarity with accessibility standards, social media management tools (e.g., Meta Business Suite, Hootsuite), and analytics. Ability to work independently and juggle multiple projects under tight deadlines. Commitment to cultural competency, health equity, and serving diverse communities. Valid driver's license at time of hire and throughout employment.

Knowledge, Skills and Abilities:

Language Skills: Ability to read, analyze and interpret common scientific and technical journals. Ability to effectively present information to top management, public groups, boards of directors, media and legislative bodies. Ability to respond to common inquiries or complaints from customers. Ability to edit speeches and articles for publication that conform to prescribed style and format. Bilingual in Spanish, Hmong or Russian is preferred. Bilingual in Spanish or Hmong preferred.

Detail-Oriented Multitasker: Able to juggle deadlines and competing priorities with accuracy.

Professional Judgment: Demonstrates maturity, discretion, and responsiveness in high-pressure or sensitive situations.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only a limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Digital Savvy & Computer Skills: To perform this job successfully, an individual should have knowledge of contact management systems, database, project management, and word processing software. Comfortable managing multiple digital channels and analyzing performance data.

Analysis and Assessment: Describes factors affecting the health of a community. Uses qualitative and quantitative data from multiple sources to assess community health.

Communication Skills: Solicits input from individuals and organizations to improve the health of a community. Communicates in writing and orally with linguistic and cultural proficiency. Describes the roles of governmental public health, health care, and other partners in improving the health of a community. Presents ideas effectively in formal and informal situations; Conveys thoughts clearly, concisely, and accurately, both inside and outside the organization.

Team Player and Cultural Competency: Works effectively with colleagues across programs and levels. Supports diverse perspectives in developing, implementing, and evaluating policies, programs, and services that affect the health of a community.

Certifications, Licenses, Registrations:

Valid driver's license at time of hire and must be maintained throughout employment. Registration as a

Certified Public Health Professional is desirable.

Other Requirements:

Ability to build and maintain good working relationships with a multi-cultural, multi-disciplinary staff, other agencies and the public. Ability to provide services in a culturally responsive manner. Ability to maintain confidentiality.

13. PHYSICAL AND EVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and
	legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing
	required exceeds that required for ordinary locomotion.
	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow,
	slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed
	for ordinary locomotion and maintenance of body equilibrium.
	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a
	considerable degree and requires full use of the lower extremities and back muscles.
\boxtimes	Kneeling: Bending legs at knee to come to a rest on knee or knees.
\boxtimes	Crouching: Bending the body downward and forward by bending leg and spine.
	Crawling: Moving about on hands and knees or hands and feet.
\boxtimes	Reaching: Extending Hand(s) and arm(s) in any direction.
\boxtimes	Standing: Particularly for sustained periods of time.
\boxtimes	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force
	in order to thrust forward, downward or outward.
\boxtimes	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained
	motion.
\boxtimes	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-
	position. Check only if it occurs to a considerable degree and requires substantial use of the upper
	extremities and back muscles.
\boxtimes	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole
	hand or arm, as in handling.
\boxtimes	Grasping: Applying pressure to an object with fingers and palm.
	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the
	skin, particularly that of the fingertips.
\boxtimes	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand
	detailed or important instructions spoken to other workers accurately, loudly or quickly.
	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral
	communication and make fine discriminations in sound.
\boxtimes	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
\boxtimes	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

I.

		Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
		Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
		Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
		Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.
l.	VIS job	SUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the
	СН	ECK ONE:
		Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
		Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
		Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
		Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.
	ess shif	t the environmental/working conditions to which the employee may be exposed while performing the sential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating fit, etc. Approximate Percentage of time performing field work: 5%
	\boxtimes	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
		The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
		The worker is subject to outside environmental conditions: No effective protection from weather.
		The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
		The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
		The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
		The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
		The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
		The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
		The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
		The worker is required to wear a respirator.
K.	List acc fun	CHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION: t equipment needed to successfully perform the essential functions of the job. Reasonable commodations may be made to enable qualified individuals with disabilities to perform the essential ctions.) EECK ALL THAT APPLY:
		Camera and photographic equipment
		Cleaning supplies
		Commercial vehicle Packing materials (boxes, shrink wrap, etc.)
		Data processing equipment
	\sqcup	Handcart

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

Hand tools (please list):

Office Machines (check all that apply): Copier		Cash register
Other (please list): Cellular Telephone		

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristic that contribute to an individual's ability to perform well in the job, and any other special considerations.)

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies.

Action Oriented/Skilled – Enjoys working hard; is action oriented and full of energy for the things they see as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

Dealing with Ambiguity – Can effectively cope with change; can shift gears comfortable; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

Creativity – Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value-added in brainstorming settings.

Decision Quality – Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

Learning on the Fly – Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.

Strategic Ability - Sees ahead clearly; Can anticipate future consequences and trends accurately; Has broad knowledge and perspective; Is future oriented; Can articulately paint credible pictures and visions of possibilities and likelihoods; Can create competitive and breakthrough strategies and plans.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to insure quality.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Problem Solving – Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

Professional Development – Learns new skills on own initiative; Demonstrates understanding and interest in current trends and best practices in the field of discipline; Applies new skills and knowledge on the job; Evaluates own potentials/weaknesses and plans for improvement; Has proficient skills in necessary computer applications.

Promoting Health and Preventing Disease – Obtains and interprets information regarding risk factors (both direct and contributing) to establish the determinants of community health status and factors that might be targeted for modification; Promotes health broadly defined as quality of life in community; Persuades and influences individuals and groups by increasing knowledge, shaping attitudes, and modifying behaviors towards disease prevention and intervention.

I believe that the statements made above in describing this job	ob are complete and accurate
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Desir Cabbesse 446	
Signature of Department Head or Designated Representative	