



Harris County Office of Court Management Career Opportunity

Instructions: To apply for this position, please email a copy of your resume, cover letter, and any work product or portfolio materials you would like to share, to careers@ccl.hctx.net.

This position will remain open until further notice.

Position Title: Communications Manager

Position Description

The Communications Manager position exists within the Harris County Office of Court Management. This position is primarily responsible for overseeing all communications-based programs, including media relations, social media engagement, website messaging, project communications, and public outreach, as well as internal communications in support of the overall mission of the Harris County Courts. This position will propose and produce a variety of public information materials in print, electronic, audio and video, and for use on public-facing websites. This position will work with executive leadership teams to develop and implement policies and procedures regarding the creation of a public information strategy, and work to deploy these plans with the support of an office of highly-motivated administrative and technical support personnel.

Duties include:

- Design, document, and implement communication strategies and procedures (both short and long-term) for all supported court divisions and the Office of Court Management
- Coordinate and write both internal and external newsletters, presentations, and material/messaging for use on public-facing websites and social media outlets
- Maintain and persistently update messaging on public-facing websites and social media platforms
- Design messaging to accompany research and data/analytics output for public and internal consumption. These include but are not limited to public information requests, research projects w/ partner entities, and the analysis of court analytics in support of internal operations.
- Advocate for participation in conferences, panels, and interviews related to the work of the courts and the administration of justice
- Create infographics using data for the creation of public education materials, educational outreach, and initiatives related to improving the transparency and accessibility of justice
- Prepare and manage a broad range of communications materials
- Track engagement across various platforms in order to make data-driven decisions about public messaging
- Create systems for surveying, capturing, and reviewing public input to track engagement across platforms and publications
- Work with the courts and staff attorneys to develop and distribute public messaging related to day-to-day operations and projects such as research output, specialty court programs, and project courts/docket programs

- The creation and distribution of emergency notifications related to continuity of operations in anticipation of, throughout, and following disruptions caused by crisis events. This includes reliable website updates/messaging and social media messaging.
- Working with multiple teams within the Office of Court Management, in order to help design and deploy messaging platforms and strategies
- Other duties as assigned

Minimum Requirements

Education, Experience, and Training:

- Bachelor's Degree in Communications, Public Relations, English, Political Science, or a related field of study. Experience May Substitute for education on a year-for-year basis.
- Seven (7) years of experience working in communications with a focus on content development, reporting, copywriting, and/publishing.
- Proficient in Microsoft software/productivity applications such as Microsoft Outlook, Word, PowerPoint, and Excel
- Strong knowledge of a broad spectrum of social media and messaging technologies, including their advantages, disadvantages, overlap, and applicable cost
- Demonstrated knowledge and proficiency with communications technologies and public-interfacing platforms (websites, social media, etc.)
- Demonstrated project management skills, including the ability to meet multiple deadlines by maintaining a high level of organization
- Experience synthesizing and summarizing large amounts of information, focusing quickly on the essence of a given issue
- Experience writing clear and cogent materials that describe the work of the courts to internal and external audiences

Knowledge, Skills, and Abilities:

- Knowledge about and skills related to contemporary development of digital and print publications as well as press outreach
- Knowledge on how to develop and execute strategic communication plans
- The ability to articulate the advantages and disadvantages of public messaging platforms
- Highly skilled in written communication and the ability to take complex issues and quickly communicate them succinctly and professionally.
- Ability to maintain the highest standards of ethical behavior, exercising honesty and integrity, respect, confidentiality, and fairness in the execution of their responsibilities
- Ability to effectively deliver and communicate information in variety of settings and to diverse audiences.
- Ability to apply logic and critical thinking in order to identify strengths and weaknesses of various options; weighing alternatives and offering solutions to matters related to communications
- Ability to work in and facilitates cross-functional teams
- Ability to work collaboratively and constructively is absolutely critical

Preferences:

- Knowledge of the judicial branch of government, the local system of county government, and/or familiarity with public administration and/or the administration of justice.

Office of Court Management Overview:

The Office of Court Management exists to provide leadership, guidance, and numerous associated support functions to the courts it serves. It exists in partnership with the judiciary to exercise leadership among other justice-related agencies in order to develop strategies that join the interests of justice system partners, other

branches of government, and the citizens of Harris County. The Office of Court Management strives to continuously improve collaboration and communication within the Harris County justice community by building partnerships, seeking community input, and persistently working together to ensure Harris County exists as a leader in the administration of justice.

The Office of Court Management serves in support of the 16 County Criminal Courts at Law, 4 County Civil Courts at Law, 16 Harris County Justice Courts, the Probable Cause Hearing Court, and a central administrative support team, carrying out the following functions;

- Administrative support
- Staff Attorney / legal support
- Information Technology / infrastructure and multi-tier help desk support
- Information Technology / reporting, business intelligence, research, and application development
- Infrastructure Services / liaison for service-providing support
- Human Resources and Payroll coordination
- Training support for effective court/case management

The Harris County Courts are served locally, however they and the Office of Court Management are committed to being an exemplary component to the American system of justice. Justice delayed is justice denied, and the Office of Court Management exists in pursuit of helping the Harris County courts and justice system serve the public by ensuring justice is fair, equitable, timely, and accessible to all.