

# JOB DESCRIPTION



<b>Title:</b>	Research and Communications Assistant	<b>Date Created:</b>	8/16/17
<b>Department:</b>	Office of the Governor	<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Chief Administrative Officer	<b>Pay Grade:</b>	

## JOB SUMMARY (Basic functions and scope of the position)

The Research & Communications Assistant provides support to the communications and policy team/senior staff to help ensure the Governor and Lieutenant Governor have the appropriate information/briefings for shaping policy, legislation, communications and meetings.

## DUTIES AND RESPONSIBILITIES (Essential functions of the position)

- Manages multiple deadlines and changing priorities under pressure with strong follow-up and project management skills, and the ability to multi-task, organize and respond to deadlines.
- Communicates effectively (oral, written, and presentation) with Governor's staff, cabinet and other service partners. Draft written correspondence on behalf of the Governor and Lieutenant Governor.
- Event planning/project management for the various events hosted by the Governor's office.
- Quickly learns internal data and management systems to research policies and agreements and input and retrieve data and reports.
- Assist with execution of social media plan.
- Provide daily research and briefing packets to support the schedules of the Lieutenant Governor and Governor.
- Proficiently utilizes Word, Excel and PowerPoint. Graphic design experience a plus!
- Researches statutes, regulations, and case law.
- Other projects and tasks as assigned.

## INTERACTION WITH OTHERS (Internal/Organizational and External/Customer Contact)

Regular contact with team members. Purpose of contacts is to explain, clarify or interpret information. May handle confidential information and some complex matters. Communication with external contacts as needed.

## PROBLEM SOLVING

Problem solving involves identification and analysis of diverse problems; solutions are often found by reviewing standard documented processes and/or work procedures and modifying them to apply to the situation. Guidance is usually provided on what source(s) to consult, and decision is reviewed by supervisor before implementation.

## DECISION MAKING AND DECISION IMPACT

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Some independent judgment is necessary to select and implement the most appropriate solution, with frequent discussion/contact with a supervisor. May make recommendations to work procedures, policies and practices.

## SUPERVISION REQUIRED

Performs tasks under general supervision, which is present to establish general objectives relative to a specific project or procedure.

## SUPERVISORY RESPONSIBILITIES

None.

## WORK COMPLEXITY

Tasks are multiple and diverse with some connectedness across processes. Work requires the direct application of a variety of procedures, policies and processes.

## COMPETENCIES

- Sense of Urgency – Works with a continuous sense of urgency, in a fast-paced, demanding environment.
- Analytical Thinking - The ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues, including the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner; ensuring the validity or accuracy of all information.
- Managing Performance - Taking responsibility for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly.
- Persuasive Communication - The ability to plan and deliver oral and written communications that are impactful and persuasive with their intended audiences.
- Customer Orientation - Demonstrated concern for satisfying one's external and/or internal customers.
- Strategic Thinking – Analyzing the organizations competitive position by considering the market and industry trends, existing and potential customers (internal and/or external), and strengths and weaknesses as compared to competitors.
- Personal Credibility – Demonstrated concern that one be perceived as responsible, reliable, and trustworthy.
- Flexibility – Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things.

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- Non-anxious presence -- In the face of challenging times, ability to maintain calm, authentic, and a non-anxious presence.

## PHYSICAL AND MENTAL DEMANDS

- This position requires a high level of physical and mental endurance, often requiring the completion of intellectually demanding tasks in high-pressure situations.

## WORKING CONDITIONS AND WORK ENVIRONMENT

- 8a-5p, Monday through Friday and evenings/weekends as necessary
- Limited to no travel necessary.

## EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS

- Bachelor's Degree – business, communications, political science, or paralegal

*This job description is intended to provide general information and describe the requirements of the position. Actual duties, responsibilities, and qualifications may vary based on assignments or projects. This document is not to be construed as an exhaustive statement of duties, responsibilities, or requirements and does not imply a contract between the State of North Dakota and the employee. The company retains the right to change the job duties, responsibilities and qualifications as deemed necessary.*

Applications may be sent to [jodeehanson@nd.gov](mailto:jodeehanson@nd.gov).