

# AUGUSTA WATER

## Job Description

<b>JOB TITLE:</b>	Communications Manager	<b>DATE:</b>	June 2026
<b>DEPARTMENT:</b>	Administration	<b>FLSA:</b>	Non-Exempt
<b>REPORTS TO:</b>	Executive Director	<b>Category:</b>	Non-Essential

### SUMMARY OF RESPONSIBILITIES

The Communications Manager develops, implements and manages effective communications, marketing and public outreach programs to educate the public about the services provided by Augusta Water and the Augusta Regional Landfill. This role serves as a key liaison with the community, media, schools, and other organizations, promoting awareness and understanding of Augusta Water's operations.

### ESSENTIAL JOB FUNCTIONS

- Create, coordinate, and distribute internal and external communications, marketing, and outreach materials, including newsletters, weekly digests, event flyers, annual reports, and company announcements, signage, presentations, and other visual content; assist with graphic design and implement production.
- Plan, coordinate, and deliver public outreach and educational programs; build partnerships with schools and community organizations; and represent Augusta Water through regularly scheduled presentations, tours, and community events.
- Serve as the primary media contact and organizational spokesperson for routine inquiries and public information requests
- Establish and maintain relationships with local media outlets and community organizations.
- Serve as organizational spokesperson during emergency events and service disruptions, including boil water notices and other critical communications.
- Coordinate simulations and drills for public alert and emergency communication scenarios.

- Draft pre-approved templates or notices for emergency communications, boil water notices, or service interruptions.
- Develop and manage content on social media and company websites for Augusta Water and the Augusta Regional Landfill.
- May work with third-party vendors to develop marketing and educational materials, procure services, manage contracts, and ensure maximum value for Augusta Water.
- Develop and maintain a communications calendar for social media, newsletters, and community events.
- Ensure consistent branding across all communication materials and platforms.
- Maintain records of all outreach, educational, and community activities.
- Organize volunteer and community engagement opportunities for employees.
- Attend community meetings to represent Augusta Water as needed
- Provide administrative support for communications and outreach activities, including preparing and distributing mailings and related materials, maintaining documentation, and assisting with the development and tracking of budgets for outreach programs, events, and communications materials.
- Ensure all public-facing documents and digital content meet accessibility standards by creating, reviewing, and remediating materials; maintaining compliance with ADA/WCAG requirements; and monitoring updates to accessibility regulations.
- Perform other duties as assigned.

This job description outlines the primary duties and responsibilities expected of the position. The employee may also be required to perform other related duties as assigned to meet the ongoing needs of the organization.

## **QUALIFICATIONS / BASIC JOB REQUIREMENTS**

1. Bachelor's degree in Communications, Marketing, Education, Environmental Science, or a similar field; or equivalent work experience is highly preferred.
2. Minimum of two years of experience in marketing, education, public outreach, or communications, including social media pages and websites management is highly preferred
3. Proficiency in the use of Microsoft Office (particularly Word, Excel and PowerPoint), Adobe Creative Suite, and Canva is required.
4. Experience with water, wastewater, and/or solid waste utilities is highly preferred.
5. Experience working with third-party vendors, including procuring services, managing contracts, and ensuring cost-effectiveness and quality deliverables, is preferred.

6. Capable of working independently and collaboratively in a team environment.
7. Strong public speaking and written communication skills; able to respond effectively to sensitive inquiries or complaints.
8. Must possess a valid Virginia Driver's License.
9. Willingness to travel between company locations and work a flexible schedule that may include nights, weekends and on-call duty.
10. Ability to write reports, articles, and other content using original or innovative techniques or style.
11. High level of attention to detail.
12. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

## **WORKING CONDITIONS**

Work is primarily performed in a typical office environment; however, portions of the work will be outdoors and includes exposure to outdoor weather conditions including extreme heat and cold, humid, and wet conditions. Other conditions may include moving mechanical parts; confined spaces; work from ladders and scaffolding; may be exposed to fumes, dust, dirt, vapors, airborne particles, toxic or caustic chemicals and high noise levels.

Occasional travel to meetings with regulatory agencies or to attend professional or technical meetings is expected. Must be available for public tours, and occasional weeknight/weekend work and public meetings and outreach events.

## **EMPLOYMENT CONDITIONS**

1. Pre-employment drug test
2. Pre-employment driving record review
3. Pre-employment criminal background check

## **SAFETY REGULATIONS AND HAZARDS**

Must observe all Augusta Water safety rules and regulations (lifting safety, wearing seat belts, awareness of slip, trip, and fall hazards, etc.).

THIS JOB DESCRIPTION DOES NOT LIST ALL THE RESPONSIBILITIES, DUTIES, SKILLS, REQUIREMENTS, EFFORTS, OR WORKING CONDITIONS ASSOCIATED WITH THE JOB.

EMPLOYEES WILL BE EVALUATED IN PART BASED UPON PERFORMANCE OF THE TASKS LISTED IN THIS JOB DESCRIPTION.

MANAGEMENT RESERVES THE RIGHT TO REVISE THIS JOB DESCRIPTION AT ANY TIME. THIS JOB DESCRIPTION IS NOT A CONTRACT FOR EMPLOYMENT, AND EITHER PARTY MAY TERMINATE EMPLOYMENT AT ANY TIME, FOR ANY REASON.

**APPROVALS:**

EMPLOYEE or APPLICANT: \_\_\_\_\_

DATE: \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

DATE: \_\_\_\_\_