

University of Tennessee Position Announcement: Strategic Communications & Events Coordinator Office of the Chancellor

General Description:

Reporting to the Chief of Staff in the Office of the Chancellor, the Strategic Communications & Event Coordinator will be responsible for coordinating strategic communications and events on behalf of the Office of the Chancellor at of the University of Tennessee's flagship campus in Knoxville. This position will interact frequently with members of the campus community and individuals and organizations outside of the university.

Duties and Responsibilities:

Strategic Communications

In coordination with the Chief of Staff, the Chancellor's Assistant, the Office of Communications & Marketing, and/or the Office of Development & Alumni Affairs, the Strategic Communications & Events Coordinator:

- Plans, executes, and evaluates a communications plan to achieve strategic objectives for the Chancellor.
- Cultivates and maintains positive relationships between the Chancellor and internal and external constituents (e.g., students, faculty, staff, alumni, donors, volunteers) by serving as the Chancellor's "voice" to persons on campus in receipt of an e-mail, official letter, or personal note (e.g., notes of congratulations, appreciation, recognition, sympathy, or otherwise).
- Stays informed about events, awards, and accomplishments of constituents that provide the opportunity for correspondence from the Chancellor.
- Serves as the staff person with primary daily responsibility for management of one of the Chancellor's e-mail accounts (chancellor@utk.edu), using discretion, communication, and conflict resolution skills to triage and respond to e-mails.
- Manages the Chancellor's website (chancellor.utk.edu) to introduce visitors to the Chancellor, the Office of the Chancellor, and the Chancellor's vision and strategic plan for the university.
- Maintains current knowledge of the Chancellor's major initiatives and key talking points to inform communications on behalf of the Chancellor.
- Synthesizes data into presentations or other formats for the Chancellor's use in multiple settings; drafts special reports or writing assignments per the Chancellor's request; provides executive summaries of lengthy and/or complex documents; creates visuals and supporting documents (presentations, reports, executive summaries, briefings) for the Chancellor.
- Assists with communications and events relating the campus' strategic planning process.
- Assists with communications and events relating to the UTK Advisory Board.
- As needed, serves as a liaison between the Office of the Chancellor and the Office of Communications and Marketing.
- As needed, serves as a liaison between the Office of the Chancellor and the Office of Development and Alumni Affairs.

Event Management

- Provides support for major events to the Director of Special Events and University Protocol and the Manager of Special Events and University Protocol.
- For other events holding strategic significance to the Office of the Chancellor, plans, manages, and executes events in coordination with the Director of Special Events and University Protocol, the Manager of Special Events and University Protocol, and Campus Event Services. Responsibilities, including without limitation:
 - pre-event consultation, planning, and briefings;
 - creating and adhering to event budgets;
 - managing event invitations;
 - coordinating vendors and volunteers; selecting venues and menus; developing event agendas and event flow/scripts;

- ensuring that cultural customs and university protocol are observed; developing guest lists to align with communication and event goals;
- ensuring a high-level experience for attendees; managing staffing and logistics (e.g., catering; entertainment, travel, audio-visual, parking, directional signs, printing and recognition items).
- managing the marketing and promotion for events;
- overseeing contracts, purchase orders, submission of invoices, and authorizations for final payment;
- engaging in post-event analysis to learn lessons for continuous improvement.
- Works with the Director of Special Events and University Protocol and the Manager of Special Events and University Protocol to build a strategic, multi-year events calendar for the Chancellor.
- Maintains records of event attendees and collaborates with the Director of Special Events and University Protocol and the Manager of Special Events and University Protocol to maintain such records.
Provides backup administrative support to the Assistant to the Chancellor, including answering the Chancellor's direct phone line and using discretion and conflict resolution skills to triage all calls and requests.

Administrative Support

- Provides backup administrative support to the Assistant to the Chancellor, including answering the Chancellor's direct phone line and using discretion and conflict resolution skills to triage all calls and requests.
- Utilizes proper discretion about when to bring issues forward to the Assistant to the Chancellor or the Chief of Staff.
- Assists with supervising the work of student employees in the Office of the Chancellor.
- Assists with coordinating internal and external meetings and acts a point of contact with the Office of the Chancellor when needed.

Minimum Qualifications:

Education:

Bachelor's degree in communication, studies, public relations, events or hospitality management or a related field.

Experience:

Demonstrated experience facilitating strategic or executive-level communications. Experience supporting event management.

Preferred Experience:

Experience in a higher education setting; familiarity with the University of Tennessee.

Knowledge, Skills & Abilities:

- Excellent oral, written and analytical skills.
- Strong interpersonal skills with the ability to work with diverse constituencies.
- Ability to plan and manage events.
- Ability to develop, build and maintain positive and professional working relationships as an ambassador of the Office of the Chancellor.
- Ability to exercise sound judgment about matters that need to be brought to the attention of the Chief of Staff or the Chancellor.
- Ability to synthesize multiple sources of information into various formats (presentations, briefings, summaries, etc.).
- Ability to complete complex and diverse projects within a complex organizational setting.
- Ability to analyze problems from a strategic and tactical perspective and identify appropriate solutions.

- Ability to work cross-functionally and confidentially to solve issues unique to the Office of the Chancellor.
- Skilled at diplomacy, discretion and responsiveness.
- Ability to be available outside traditional business hours as needed.

Interested parties should submit a letter of interest, resume and three (3) references with the application. Questions should be directed to Brooke Swart, Executive Recruiter at bswart@utk.edu.

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.