

From: [Stephens, Jesse](#)
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Cc: [Stephens, Jesse](#)
Subject: Communications Manager Job Description - Item I)(5)
Date: Friday, September 12, 2025 11:42:08 AM
Attachments: [Communications Manager Job Description 09_12_2025.pdf](#)
[image001.png](#)

Dear Board of Trustees,

I'm seeking a motion to approve this job description for a Communication Manager position at BCRSD, and to proceed with filling the position as an internal hire.



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TITLE:	Communications Manager	FLSA:	Non-Exempt
PREPARED:	August 2025	UPDATED:	September, 2025

Essential Job Functions: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbents may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

Summary: With broad responsibility and supervision by the Executive Director, oversees the administrative and communications operations of the District. This position manages customer and ratepayer communications, financial administration support, office management, database systems, IT/telecommunications coordination, and Board of Trustees governance support. The role serves as the primary liaison for public relations and communications while ensuring compliance, organizational transparency, and operational efficiency.

Critical Functions

- **Customer Service**
 - *Customer Relations & Public Inquiries*
 - *Customer-Facing Financial Processes*
 - *Public Notices & Sunshine Law Compliance*
- **Office Management**
 - *Board of Trustees Governance Support*
 - *District IT & Telecommunications Management*
 - *Digital Recordkeeping, Project Systems, & Compliance Support*
- **Communications**
 - *District-Wide Communications Strategy*
 - *Creation & Distribution of District Materials*
 - *Official Communications & Public Messaging*

Customer Service

- Assists administrative assistants in research and resolving customer problems, assists with reception and general office duties as needed.
- Serves as primary point of contact for public relations and escalated customer concerns.
- Manages customer-facing financial tasks, including billing statements, rate table updates, and coordinating accounts receivable inquiries.
- Oversees distribution of newsletters, public notices, and customer updates to ensure transparency and responsiveness.

Office Management

- Assist other Managers with file retention, digitalization, and records management.
- Verifies all items and supplies ordered have been received, processes bids; (maintains inventory and office supplies.
- Assists Manager of Finance and Human Resources with Accounts Payable and/or Receivable, if needed.
- Gather customer data from billing software for audit and special reporting/data purposes.
- Oversees answering service communications, support and emergency dispatch processes with BCRSD staff.

COMMUNICATIONS MANAGER JOB DESCRIPTION

- Coordinates preparation of Board of Trustees agendas, packets, minutes, resolutions, and governance documentation.
- Administers District IT and telecommunications systems, including vendor coordination, troubleshooting, upgrades, and cybersecurity measures.
- Oversees office technology needs, including hardware/software upgrades, user credential management, and workflow automation.
- Maintains project management platforms and digital recordkeeping systems to support efficiency and accountability.
- Supports compliance and policy development by drafting standard operating procedures (SOPs), researching statutory requirements, and preparing for audits.
- Provides operational support for cross-departmental projects, including RFPs, billing conversions, and capital planning initiatives.

Communications

- Prepare agenda for District meetings, attending meetings and preparing minutes.
- Assists the Secretary of the Board of Trustees.
- Oversees public relations and communications, edits newsletter, updates and manages website, and all other communication platforms
- Drafts various correspondence and communication to the public, staff and Board.
- Telecommunications management.
- Coordinates public information requests and Sunshine Law requests with BCRSD Management.
- Liaison to BCRSD's contracted Information Technology service provider.
- Responsible for computer security and administration; identifies computer needs and coordinates the improvement of software and hardware all providers. Oversees employee electronic devices and district telephone systems, organizes updates and repairs, troubleshoots problems.
- Leads District-wide communications strategy, including website management, social media presence, and newsletters.
- Coordinates public relations campaigns, external mailings, and creation of official District materials such as signage, forms, and digital media.
- Drafts and finalizes official Board communications, policy announcements, and organizational correspondence.
- Serves as liaison for external communications with the public, Board members, and intergovernmental partners to ensure consistent messaging.

General Support

- Operates personal computer, copier, and other standard office equipment; maintains service contracts for office equipment; contacts service provider when repairs or changes are necessary.
- Responsible for general system security.
- Maintains confidentiality and utilizes the ability to process information of a confidential nature.
- Maintains a safe working environment by adhering to policies and procedures and regulations.
- Performs other duties as assigned.

Required Knowledge, Skills and Experience

1. Advanced knowledge of personal computers and standard software applications, including Internet Explorer, Outlook, Word, Excel and Access or other office software.
2. Knowledge in GIS map editing and maintenance.
3. Knowledge of computerized accounting and bookkeeping systems.
4. Experience with filing methods and electronic record keeping systems.
5. Skill in communicating orally and in writing, and in establishing and maintaining cooperative working relationships with other departments and the public.

COMMUNICATIONS MANAGER JOB DESCRIPTION

6. Ability to gain knowledge of BCRSD policies and practices.
7. Ability to gain knowledge of applicable rules, codes and regulations
8. Demonstrated experience in organizing and prioritizing duties to meet established schedules and in working within deadlines to complete projects and assignments.
9. Knowledge of discretion and the ability to maintain confidential information.
10. Ability to maintain a high level of accuracy and attention to detail.
11. Knowledge of billing and collecting procedures and the ability to become proficient in applicable billing software.
12. Demonstrated ability to work with public.
13. Knowledge in website management.
14. Knowledge of conflict resolution techniques and characteristics.

Education, Experience, and Certifications

A Bachelor's degree in Business Administration, Communications, Public Administration, or a related field is required, along with a minimum of five (5) years of progressively responsible experience in office administration, communications, and/or public relations, including supervisory or management responsibilities. Equivalent combinations of education and experience may also be considered.

Environmental Factors and Conditions/Physical Requirements

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This position is routinely in contact with the public, employees, and other interested parties.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

Equipment and Tools Utilized

This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, filing cabinets and fax machines.

Employee Name (Print): _____

Employee Signature: _____

Date: _____