Job Description

Deputy Chief of Communications | Shakman Exempt

CHARACTERISTICS OF THE CLASS

Under direction of the Chief of Communications and External Affairs, assists in the development, management and deployment of the Office of the City Clerk's communications strategy as well as media management and social media management. They are also responsible for producing materials including but not limited to press releases, website copy, newsletters, talking points, social media posts and social media content (photos and videos).

ESSENTIAL DUTIES

- Assist with the development and implementation of a comprehensive communications strategy that reflects the Office of the City Clerk's values and organizational objectives
- Write, edit and proofread a wide range of materials including press releases, website content, social media posts, printed collateral, speeches and letters
- Staffing the Clerk at press events, public events and other engagements as necessary
- Help build and maintain relationships with media outlets and journalists to better inform the public
- Develop and deploy social media strategies, campaigns and content for the Office of the City Clerk and CityKey social media to amplify our programing and projects
- Assist with project management and event planning, making sure things are completed in a timely manner
- Supervise and guide the Communications Coordinator and Graphic Designer
- Help develop and maintain branding and messaging
- Support the Finance and Administration Division with drafting internal messaging
- Assist with programmatic events execution

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Hold a degree from an accredited college or university with a bachelor's degree in communications, public relations or a related field with at least 5 years of experience in public relations, communications, journalism or a related position
- Strong writing, editing and storytelling abilities
- Excellent verbal and interpersonal communication skills
- Experience in developing and executing strategic communications plans
- Proficiency with digital and social media platforms and tools
- Proven ability to manage multiple projects and meet deadlines in a fast-paced environment
- Strong organizational skills and attention to detail
- Experience with photography and video editing for social media
- Experience in government required

WORKING CONDITIONS

- General office environment
- Stressful situations with imposed deadlines, multiple overlapping projects and shifting deadlines
- Traveling to different locations across the city is required
- Attend events with large numbers of people that may be loud

EQUIPMENT

- Standard office equipment (e.g., computer, telephone, printer, photocopier, calculator)
- Phone, video camera, photo camera, microphones and other content creation equipment

PHYSICAL REQUIREMENTS

No specific requirements. However, applicants should be able to lift, move, push 20 lbs. or more.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

- A working knowledge of the Adobe Creative Suite or other creative software
- An understanding of municipal government and its function
- Have a general understanding of Chicago's history, its different communities and the cultures that are represented throughout the city

Skills

- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- TIME MANAGEMENT – Being able to work in a fast-paced environment while working on multiple projects at the same time
- COORDINATION WITH OTHERS – Be able to collaborate across divisions in the office and with external partners

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

*May be required at entry.

Please submit a cover letter, resume, two writing samples, and social media samples or portfolio (please include one video) to cityclerk@cityofchicago.org by Wednesday, November 26, 2025, at 5:00 p.m. Please note “Deputy Chief of Communications” in the subject line of your email.