



The Virgin Islands Housing Finance Authority is seeking qualified applicants for the following CDBG-DR Grant Funded position on the island of St. Thomas:

PUBLIC INFORMATION OFFICER

The Public Information Officer (PIO) serves as the communications coordinator/spokesperson for the Virgin Islands Housing Finance Authority (VIHFA) and is responsible for creating and enabling communication between the Authority and both the news media and general public. This is a Territorial position.

ESSENTIAL FUNCTIONS:

- ⇒ Serves as the public face of the Authority in the absence of the Executive Director. Represents VIHFA on the radio, at TV appearances, at meetings and outreach activities.
- ⇒ Responsible for the development, maintenance and enhancement of a comprehensive informational program for the Authority. Creates oral, printed and video materials about VIHFA's programs for dissemination to the public.
- ⇒ Accepts comments and complaints from the general public. Research data, gather facts and work with staff to develop the Authority's response.
- ⇒ Organizes special events such as press conferences, public hearings and meetings to announce major news and/or provide essential information. Answers on-the-spot questions when possible and provides updates as developments changes.
- ⇒ Travels to the Authority's sites and developments to alleviate crisis or address complaints, sometimes on short notice.
- ⇒ Prepares press releases and distributes to the media and general public. Shares information clearly, calmly, and accurately.
- ⇒ Maintains good working relationships with elected officials, media and other public information officers.
- ⇒ Assists with writing speeches, preparing correspondences and reports.
- ⇒ Accepts phone calls and emails from reporters regarding the Authority and provides clarity or additional information on the contents of press releases.

QUALIFICATIONS:

- ⇒ **Education:** Bachelor's Degree in Communication, Journalism, Business Administration, Marketing, or related field required.
- ⇒ **Experience:** A minimum of 5 years relevant experience. Working knowledge of the Authority's programs and developments desirable. An equivalent combination of education and experience may be substituted.
- ⇒ **Knowledge, Skills and Abilities:** Computer literate to include Microsoft Word, Excel, Power Point, Outlook and desktop publishing; Excellent secretarial skills and knowledge of current standard office procedures; Working knowledge of public agency organizations and functions; Ability to exercise considerable initiative, independent judgment and discretion in performing duties, including confidential matters; Strong public relations skills; Excellent oral and written communications skills; Ability to be flexible and work under pressure; Ability to work harmoniously with other agency personnel; Ability to maintain confidentiality in all assignments; Excellent phone etiquette and customer service skills; Ability to use diplomacy and discretion in giving out information; Ability to provide exceptional customer service; Ability to remain calm and professional at all times, particularly in stressful situations; Excellent team player who can adapt to new situations quickly and mobilize others to do the same; Ability to work with and through people at all levels; Valid Driver's License.

SALARY: \$54,080 - \$68,640 per annum depending upon qualifications. CDBG-DR grant funded position.

APPLICATION INSTRUCTIONS AND PROCEDURES:

Interested applicants must submit an application, cover letter, and resume/vitae. **During the Safer at Home period, application packages will only be accepted electronically at hr@vihfa.gov.** Signed original documents will be accepted at our Office at a later date. Employment applications can be downloaded from our website at www.vihfa.gov. **This position will remain open until filled.** Incomplete application packages will not be considered. Selected candidates will be contacted for interview.

The Virgin Islands Housing Finance Authority is an Equal Opportunity Employer