



Commonwealth of Massachusetts

OFFICE OF THE COMPTROLLER

ONE ASHBURTON PLACE, 9TH FLOOR
BOSTON, MASSACHUSETTS 02108
(617) 727-5000
MACOMPTROLLER.ORG



WILLIAM McNAMARA
COMPTROLLER

OFFICE of the COMPTROLLER (CTR)

Communications Coordinator, PC II

FY25 - 018

About the Office of the Comptroller

The Office of the Comptroller oversees the Commonwealth's financial systems, promoting integrity, mitigating risk, and providing accurate reporting and promoting transparency to illustrate the financial health of Massachusetts. The Office is an independent and non-partisan department of the Commonwealth.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Team Responsibilities Section

The Communications Team works as a part of the Office of the Comptroller (CTR) Executive and Administration Team. Under the direction of the Chief of Communications and Customer Solutions, this team seeks to publicize the work of the Office of the Comptroller as well as communicate with our business partners and constituents CLEARLY, CONSISTENTLY, and with a CUSTOMER SERVICE mindset.

The team strategizes, plans, and executes all external and internal communications for the Office of the Comptroller, including media relations, departmental relations, website and social media updates, executive correspondence, and CTR employee communications. The Communications Team collaborates with partners throughout CTR on tactics and strategies to improve messaging and delivery tactics to improve relationships and processes throughout all aspects of state finance. Communications also sets and enforces branding identity standards for the Office.

Position Summary

CTR is seeking qualified candidates for consideration to fill one, full-time (37.5 hours/week) Communications Coordinator on the Communications Team. Under the supervision of the Chief of Communications and Customer Solutions, this position functions as a program coordinator in support of external and internal communications strategies. The incumbent may act as a spokesperson representing the Office of the Comptroller, may respond to media inquiries, and may draft executive-level correspondence. Additionally, this position will support digital strategies including website maintenance, document repository maintenance, social media planning and execution, eLearning class creation, and other materials as required.

This position demands excellent writing skills, strong ability to meet deadlines, impeccable attention to detail, the capacity to multitask with accuracy, and exceptional interpersonal skills. This position will be expected to support our partners throughout the Office of the Comptroller, as well as our statewide partners.

Specific Duties

The specific duties of this position include but are not limited to the following:

- Support communications strategies for external and internal audiences ensuring all correspondence and content is consistent, timely, clear, relevant, and aligns, builds (?), and maintains organization branding. Act as a spokesperson representing the Office of the Comptroller
- Respond to media inquiries in a timely manner
- Draft and timely publish correspondence for external audiences including the general public, Commonwealth of Massachusetts departments, state employees/vendors
- Draft and timely publish correspondence for internal audiences on matters including executive communications, human resources, security, facilities, and others
- Update and maintain CTR's web properties including public-facing website, state intranet, state payments portal, employee information website
- Archive and backup content in accordance with Internal Control Plan
- Monitor CTR's social media accounts on Facebook, LinkedIn, Instagram
- Timely produce and distribute newsletters and other email updates for external and internal audiences
- Compile and distribute news clips referencing items of interest to CTR
- Create and design weekly email newsletters
- Maintain contact distribution lists

- Design and format documents to conform with CTR branding
- Demonstrates and maintains professionalism and strict confidentiality with all materials
- Develops and maintains positive professional relationships with internal and external business partners and customers
- Other tasks as needed for Executive & Administration Team / Communications Team requirements

Skills and Qualifications:

This position requires a motivated self-starter with the following skills and qualifications:

- Excellent communication skills, including top-notch writing skills and superior presentation skills
- Organized with impeccable attention to detail
- Superior time management
- Ability to pivot to address items requiring immediate attention
- Ability to multitask with accuracy
- Experience with the Microsoft Copilot/365 (Office) suite (Word, Excel, PowerPoint, etc.)
- Ability to contribute and work productively as part of a team and as an individual
- Positive attitude
- Capacity to learn new tools and standards
- Ability to work well under pressure.
- Excellent interpersonal skills

Preferred Qualifications:

- Experience with public/media relations
- Experience maintaining a website using WordPress or similar content management system a plus
- Experience creating and executing social media plans and monitoring social media accounts
- Understanding of modern, responsive, accessible, website design fundamentals
- Internal communications experience
- Knowledge of web languages including HTML, CSS, JavaScript

- Understanding of basic graphic design principles
- Experience using MailChimp, Constant Contact, or similar email marketing application
- Experience using the Adobe Creative Suite (Photoshop, Illustrator, InDesign, AfterEffects, Premiere, Acrobat Pro) or similar design software
- Experience working with eLearning software (Camtasia, Adobe Captivate) or similar
- Knowledge of web accessibility standards (W3C)

Minimum Entrance Requirements:

Applicants must have at least (A) three years of full-time, or equivalent part-time, professional, administrative or managerial experience in business, administrative, or business management or public administration the major duties of which involve program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for a maximum of two years the required experience. *

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for the required experience. *

III. A Bachelor's or higher degree with a major other than business administration, business management or public administration may be substituted for a maximum of one year of the required experience. *

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

Bargaining Unit / Salary Range

NAGE UNIT 6 / Grade 12: \$69,369.84 - \$100,264.59

As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees. The range is based upon a series of steps. Any potential offer is determined based upon an analysis of the minimum entrance requirements, the candidate's relevant work experience and educational achievement level.

Comprehensive Benefits Package

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information:

<http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs. This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the Federal Government.

CTR Hybrid-Work Model

CTR operates under a Hybrid work model. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR does not reimburse for employees to travel to the office.

On-site work is an essential function of this position.

Communications Coordinator
FY25-018
March 5, 2025

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

Commitment to Diversity

CTR is committed to building a diverse staff at all levels across its entire agency.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law.

CTR is an Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Application Process

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically, by **E-mail** no later than 5:00 pm, on **March 19, 2025**.

Submissions should include the following:

- a cover letter; and
- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Please include position title and posting number (**FY25-018**) in the subject line of your submission. Your application package should be submitted to:

CTR-HR@mass.gov

Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,
- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Further Information:

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.