

City of Fort Worth, Texas

Job Description

Classification Title	Public Information Coordinator		
Job Code:	CL5170	Job Family:	Clerical
Pay Grade	513	Date Reviewed:	06/28/15
FLSA Status	Nonexempt	Date Revised:	10/01/24

GENERAL SUMMARY

Administers the City's Public Information Act Response Program as outlined by Texas Government Code, Chapter 552. Coordinates and provides procedural support to a citywide network of departmental liaisons. Ensures the City is providing information promptly and is compliant with requirements of the Texas Public Information Act.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Administers the City's public information request response program by managing the receipt of requests; entering, reviewing, assigning, and saving the City's electronic file copy of each request along with any and all attachments; clarifying, cost estimation and calculation; tracking and monitoring to ensure timely completion of all requests.
2. Administers the City's public information web portal and provides technical support to liaison and legal staff citywide, as well as external customers.
3. Serves as point of contact between residents, media and City Departments.
4. Assists with the development and review of policies and procedures to implement the Program in cooperation with the City's Law Department.
5. Assists with monitoring of departmental performance and conducts annual audits on the City's compliance with the Program requirements.
6. Prepares annual Department Performance Reports including departmental statistical data reports regarding Program compliance.
7. Assists with development of and provides training to liaisons and departments on Program Requirements including the development of online trainings, guides and other resources for departments.
8. Provides advice and support to internal departmental liaisons citywide and external customers regarding Public Information and Non-Public information topics. Consults daily with City staff regarding procedure and requirements.
9. Prepares varied statistical, written reports and presentations related to Police accident report logs, monthly revenue and expenditures, Public Information statistics, and other reports as requested by departments.

10. Tracks and monitors revenue and payments by receiving and accepting monies from the public (requestors) in response to cost estimates.
11. Prepares and maintains departmental liaison lists; provides required training for assigned departmental liaisons to ensure compliance with the City's Administrative Regulation D-1.
12. Performs other related duties as required.
13. Adheres to assigned work schedule as outlined in Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Texas Public Information Act.
 - City's online public information web portal and City specific internal software systems.
 - City's Administrative Regulation D-1: Public Information Requests.
 - Attorney General's Public Information Handbook.
 - City Personnel Rules and Regulations.
 - Attorney General's Open Records Division resources.
 - Purchasing and budget.
 - Microsoft Office Suite programs: Excel, Outlook, Word and PowerPoint.
 - Proficient in several specialty computer programs (GovQA, eDiscovery, Cornerstone LMS, Stream, Canva, Articulate 360)
- **Skill in:**
 - Customer service and follow-up.
 - Problem-solving.
 - Making observations.
 - Attention to detail.
 - Proofreading.
 - Mathematical equations and calculations.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Work independently and as part of a team.
 - Work under pressure.
 - Make observations.
 - Prioritize and multi-task.
 - Manage online offerings.
 - Interact with all levels of City staff and external customers.
 - Track and monitor information.
 - Extract, analyze and manipulate data into usable reports.
 - Perform mathematical equations and calculations.
 - Meet deadlines.
 - Develop effective working relationships.

MINIMUM JOB REQUIREMENTS

Associate's degree from an accredited college with major course work in Business Management, Public Administration, Business Administration, or related field and four years of related experience in records management, processing requests, or related field preferably in a local government environment.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.