

Job Description



Compliance Officer

1FTE | POS #100010592

Direct Report	Commissioner	Grade	M-6 Starting Salary: \$57,638*
Department	Public Infrastructure	FLSA	Non-exempt
Division	Wastewater	Bargaining Unit	Unit C
Date	July 2026	Location	1105 Shawmut Avenue

Homeland Security Emergency Status: Essential
Safety Classification – Non-Safety Position

Confidential Position

Summary

Works in coordination with the City of New Bedford's Public Information Officer (PIO) and the Commissioner of the Department of Public Infrastructure to support departmental communications. Assists with the dissemination of information and public engagement regarding the Department's priorities, policies, practices, challenges, and opportunities.

Supervisory Responsibilities

Supervision Scope: No supervisory responsibilities

Supervision Received: Works under the direction of the Commissioner of the Department of Public Infrastructure

Supervision Given: Under the guidance of the Commissioner of the Department of Public Infrastructure.

Essential Function

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Develops and implements a comprehensive communications plan that includes short- and long-term strategies for building community awareness about and support for the Department.
2. Verifies information obtained for accuracy. Possesses the ability to communicate effectively verbally and in writing with a wide variety of employees and the public.
3. Informs the PIO, Commissioner of the Department of Public Infrastructure and Municipal leaders in relevant and important media inquiries, and keeps all parties updated on upcoming and ongoing news stories.
4. Identifies and pitches news story to the PIO ideas through a range of proactive media strategies.
5. Plans and coordinates media events and activities, including news conferences, press briefings, interviews, and other opportunities to the PIO to inform reporters and editors about the Department.
6. In coordination with the PIO, assesses and responds to the information needs of Department and City departments including working with legal staff to comply with public records laws and the Freedom of Information Act.
7. Assists the PIO in leading communication during crisis situations and unanticipated incidents, including timely dissemination of information to the media, families, staff and the community.
8. Coordinates writing, editing, design, production and distribution of clear, concise, "community-friendly" print and digital materials (e.g., letters, brochures, social media outlets, articles, videos, fact

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sheets, fliers) to communicate the Department's goals and priorities to various partner organizations, community leaders and residents.

9. Implements strategies to communicate effectively with all the diverse languages and cultures in our community.
10. Collaborates with technology staff to write and update content on the district's external website, social media tools and other on-line resources to ensure accuracy and consistency of information.
11. Provides training and technical support to staff about communicating with media, families and the community, including crisis communications during emergency situation.

This position is deemed essential personnel and must report to work during emergency situations.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the City of New Bedford and the employee and is subject to change by the City as the needs of the City and requirements of the job change.

Competencies

Communication & Training Proficiency	Independent Judgement	Thoroughness & Attention to Detail
Collaboration	Customer Service	Organizational & Time Management Skills
Analytical & Problem Solving	Expert Reporting	

Special Requirements

- Subject to Mandatory CORI (Criminal Offender Record Investigation)

Special Requirements

- Ability to establish and maintain an excellent and effective professional working relationship with the Commissioner of the Department of Public Infrastructure, field staff, Public Information Officer, Office staff, other municipal government agencies, and members of the public.
- Expert computer skills and thorough knowledge of Microsoft Office including Word, Excel and Outlook and municipal financial software Munis.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to embrace the City's mission and organizational values.

Education and Experience

- Bachelor's degree in Journalism or knowledge equivalent to bachelor's degree in Journalism, Communications, Marketing, or related field.

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- Successful candidate should have 3 years' experience in public relations/communications/marketing field at varied levels and with increasing responsibility; or 3 years' experience in print and/or electronic journalism.
- Excellent writing, editing and verbal communication skills, especially in communicating complex policies and practices to diverse audiences.
- Demonstrated skill in working with the media.
- Familiarity with digital communication tools, including website content management, e-marketing and social media.
- Demonstrated ability to advise and support individuals at all levels of the organization.
- Ability to prioritize competing demands and good organizational skills.
- Familiarity with the City of New Bedford and the Greater New Bedford area.
- Experience producing publications, such as fliers, newsletters, and reports, etc.
- Skills in graphic design and social media manipulation.
- Any equivalent combination of education and experience.
- Performs related duties as assigned.

This position is deemed essential personnel and must report to work during emergency situations.

Tools and Equipment Used

Computers, calculators, phone, copy machines, and other general office equipment.

Work Environment

Work is performed in an office setting. Workload and stress levels vary dramatically. This position makes constant contact with other staff, members of the public and City departments. This requires excellent customer service and communication skills. This position may have access to highly confidential information and other sensitive information protected by law.

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. The work environment and exposures 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.

The position is generally sedentary. Employees must be able to remain in a stationary position 50% of the time. This employee needs to occasionally move about inside the office to access file cabinets, office machinery, etc. This position requires the operation of a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. The employee must use hands/fingers to handle or operate, activate, use, prepare, inspect, place, detect or position various equipment as needed.

This position requires the employee to, communicate, detect, converse with, discern, convey express oneself, exchange information. The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.

This position requires the employee to detect, determine, perceive, identify, recognize, judge, observe, inspect, estimate, and assess. The ability to observe details at close range within a few feet of the observer.

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This employee frequently moves boxes up to 20 pounds across office areas for various needs, including having to lift, carry, push, pull, or otherwise move objects.

This position is primarily conducted indoors.

Work Hours

This is a full-time exempt position with typical 40 hours per week, varied schedules, with limited required availability for after normal hours of operation during emergencies, and other departmental critical needs. This position has remote working requirements during emergencies and shutdowns.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the City of New Bedford within the scope of departmental needs. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

Compensation for Unit C (Management) Positions

All management positions receive an annual salary increase (or “Step” increase), contingent on satisfactory job performance. Step increases are awarded upon the first anniversary of an employee’s initial hiring and each year thereafter for the next eleven years of employment. The amount of the annual Step increase varies from 3.50% - 5.00% of the employee’s prior year salary. The above position offers a starting salary of \$57,638 in Year/Step 1, and a maximum salary of \$89,790 in Year/Step 12.