

SUSQUEHANNA COUNTY POSITION DESCRIPTION

TITLE:	WEB CONTENT COORDINATOR
DEPARTMENT:	IT
LOCATION:	HYBRID REMOTE AND ON-SITE
REPORTS TO:	IT DIRECTOR AND CHIEF CLERK
SUPERVISES:	NONE
POSITION STATUS:	NON-UNION / HOURLY PART-TIME
PAY GRADE:	9

GENERAL:

The Web Content Coordinator is responsible for managing and maintaining the County's public website and digital communications. The position coordinates with County departments, elected officials, and outside organizations to ensure website content is accurate, timely, accessible, and consistent with County standards. Responsibilities include publishing and editing web content, maintaining events and public notices, reviewing documents and digital media for accessibility, monitoring website functionality, and assisting departments with website content and publishing procedures. The position also monitors website usage and industry best practices and recommends improvements to the website's usability, accessibility, and overall effectiveness.

Minimum Requirements:

- Education/Training: High School Diploma or GED equivalent
- Bachelor's degree with a major in communications preferred
- Demonstrates strong attention to detail and organizational skills
- Hybrid position with a combination of remote and in-office work. Employees are expected to report to the County Courthouse on designated days or as required by the needs of the position and be available during County working hours

Knowledge, Skills, and Abilities:

- Basic HTML and web technologies
- Microsoft Office 365 applications
- Image editing and document formatting
- Strong written and verbal communication skills
- Attention to detail and proofreading
- Website content management systems (CMS)
- Website accessibility standards (ADA/WCAG)
- Ability to travel to the office for meetings, collaboration, or content collection.

Duties and Responsibilities:

- Manage, update, and maintain the County's public website to ensure content is accurate, current, relevant, and consistent with County standards.
- Coordinate with County departments, elected officials, outside agencies, and community organizations to gather, review, and publish website content, announcements, events, forms, documents, and public notices.
- Review website content regularly to identify and remove outdated, obsolete, or redundant information in accordance with County policies and records retention requirements.
- Ensure all website content, documents, and digital media comply with accessibility standards, including the Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG).
- Monitor website functionality, including links, forms, downloadable documents, and online services, and coordinate with Information Technology staff or vendors to resolve issues and implement enhancements.
- Maintain the County events calendar and publish emergency alerts, public notices, and other time-sensitive information as needed.
- Monitor website usage and recommend improvements to website design, navigation, accessibility, search functionality, and overall user experience.
- Maintain documentation related to website content management, publishing procedures, and departmental responsibilities.
- Provide guidance and training to County staff on website content standards, accessibility requirements, and publishing procedures.
- Establish and maintain effective working relationships with County departments, governmental agencies, community organizations, vendors, and the public.
- Stay current on best practices, technologies, legal requirements, and trends related to government websites, digital communications, and accessibility.
- Perform other related duties as assigned.

Required Certifications:

None

Physical Requirements:

- Ability to sit or stand for extended periods of time while working on a computer.
- Ability to lift small items up to 20 lbs.

DISCLAIMER:

The above statements are intended to describe the general nature of and level of duties being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required to perform this position.

I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THIS POSITION AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

Date: _____

Employee Signature

Date: _____

Department Head Signature

In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer