

JOB DESCRIPTION

TITLE Internal Engagement Consultant	NUMBER 50028294
JOB FAMILY Communications	GRADE 11
DATE REVIEWED November 2012	FLSA CLASSIFICATION Exempt
<p>JOB SUMMARY</p> <p>Responsible for building awareness, understanding and ownership of PSE's strategic direction and Customer Plan with employees, managers and executives. Works to ensure the maintenance of alignment of PSE's people and customer messaging to drive cohesive and comprehensive messaging, maximizing employee involvement and showcasing PSE as a great place to work. Responsible for developing the employee engagement strategy and implementing the engagement work plan.</p> <p>Upholds the safety compliance standards inherent in PSE's operating and/or field procedures related to work responsibilities. Promotes and supports a culture of total safety.</p>	
<p>JOB RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Implements the employee engagement work plan (directly and through coordination with other departments (e.g., Human Resources) by creating communications, engagement approaches and campaigns. These may include mass and targeted communications, use of social media, face to face interactions (e.g., presentations, workshops, town halls, 1:1 discussions, etc.) and new visual media and displays. • Develops with input from key internal decision-makers the employee engagement strategy and implementation work plan. This requires a proactive approach to understanding corporate goals and objectives for employee engagement on key initiative, identifying best and evolving practices for employee engagement and extending the corporate brand through employees, and prioritizing opportunities given emerging initiatives and resource availability. • Identifies opportunities to evolve employee engagement through the use of new media as well as traditional engagement techniques. This is accomplished by using findings from employee research (and informing future research efforts) to inform current and future engagement efforts. This also requires integration of best practices and techniques being developed within the Communications department in the areas of reputation management, visual new media, social media and marketing. • Contributes towards identification of continuous improvement opportunities within the communications department . • Contributes towards development of annual department budget and performance goals. • Performs other duties as assigned. 	
<p>MINIMUM QUALIFICATIONS / KNOWLEDGE / SKILLS / ABILITIES</p> <ul style="list-style-type: none"> • Bachelor's degree in communications, media, journalism or related field, and 7 years related work experience; or an equivalent combination of education and experience. • Direct experience in internal communications within a corporate environment. • Proven experience in developing and managing a change engagement program. • Ability to work in a consultative manner to anticipate and proactively clarify executive level communication needs. • Track record of innovation and creative thinking. • Proven experience managing successful high-profile projects that involve multiple business functions. • Proven experience in managing complex projects with cross-functional teams and in an ever-changing and fast-paced environment. • Demonstrated ability to lead and manage multiple priorities and irregular schedule commitments.. • Practical and successful application of techniques and processes to create a consistent and common voice across connected and individual media communications. • Excellent verbal and written communication skills. • Skills and experience in collaboration and team building. 	



- Professional level competencies necessary to comprehend, analyze, and influence a wide range of complex business units and corporate-wide initiatives and issues.
- Proficiency in MS Office tools

DESIRED QUALIFICATIONS / KNOWLEDGE / SKILLS / ABILITIES

- Advanced degree in strategic leadership or management.
- Media relations and/or human resources experience.
- Broad knowledge of gas and electric utility rates, business objectives, to include operations, customer service, finance, and corporate relations.