

Director of Communications & Strategic Partnerships

Are you a strategic communicator with a knack for translating complex topics into clear, compelling messages? Do you thrive at the intersection of public service, community engagement, and media relations? If you're ready to make a meaningful impact in your region while leading communications for a mission-driven organization—read on!

Lehigh County Authority (LCA) in **Allentown, PA** is seeking a **Director of Communications & Strategic Partnerships** to lead the charge in shaping our public presence and advancing strategic initiatives. As a public water and wastewater utility serving over 270,000 people, we take seriously our responsibility to deliver safe, reliable, and sustainable services—and to tell that story with clarity, credibility, and purpose.

What the Job Looks Like

This is more than a comms job. You'll be a strategic advisor to the CEO, a go-to source for media and stakeholders, and a champion for consistent, transparent, and effective engagement—internally and externally. Day-to-day you'll be “the authority” on the Authority, and will:

- **Lead strategic communications** for key initiatives including infrastructure upgrades, system acquisitions, rate changes, regulatory updates, and emergency responses.
- **Develop and manage message platforms** and engagement frameworks—style guides, scripts, media protocols, content calendars, stakeholder maps, and more.
- **Build trust with community stakeholders**—from local media and municipalities to regional agency leaders, developers, customers, grassroots organizations, and legislators
- **Enhance the customer experience** by delivering relevant, timely, and understandable communications across multiple channels.
- **Serve as spokesperson** and Public Information Officer, including during emergency situations.
- **Support internal culture** through employee engagement, internal comms, and leadership visibility.
- **Mentor and manage** the communications team (currently 1 FTE), while collaborating closely with other departments to align messaging and strategies.
- **Measure what matters.** Track engagement outcomes, public perception, and message effectiveness using both qualitative and quantitative metrics.

What We're Looking For

This role calls for a seasoned communicator who can think big, write sharp, and act fast—especially in politically sensitive or high-pressure situations. You should be confident with the mic and the metrics, comfortable toggling between boardroom briefings and boots-on-the-ground outreach and deeply committed to public service. Additional requirements include:

- Bachelor's degree in Communications, Public Relations, Journalism, or related field
- 10+ years of progressive communications experience, with at least 3 years in a leadership role
- Strong background in stakeholder engagement, media relations, public outreach, and internal communications
- Ability to translate technical/financial content into public-facing messages
- Proven success managing teams and guiding creative processes
- Experience with emergency communications and acting as a public spokesperson
- Comfort navigating political and regulatory environments
- Bonus points for APR accreditation or IAP2 certification, grant writing, or utility/nonprofit sector experience

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About Us and What We Offer You

Since 1966, we've been dedicated to providing high-quality, affordable water and sewer services to our community. At LCA, we believe in teamwork and collaboration. We work closely with our customers and neighboring municipal systems to create partnerships that benefit everyone. Our regional approach allows us to respond quickly and enhance services whenever and wherever they're needed.

LCA isn't just a service provider; it's a vibrant and dynamic place to work. We offer an exciting and busy environment where our employees are the heart of our operations. By joining our team, you'll play a key role in ensuring that our public services are valuable, affordable, and high-quality. If you're passionate about making a difference and want to be part of a team that values innovation, collaboration, and service, LCA is the place for you. Join us and help shape the future of our community!

Benefits and Perks

At LCA, we value our employees and offer a comprehensive benefits package that ensures you and your family are well taken care of. Here's what you can look forward to when you join our team:

- **Competitive Salary:** Based on relevant experience and qualifications
- **Medical, Dental, and Vision Insurance:** Enjoy peace of mind with coverage for you and your eligible dependents, all at affordable employee contribution rates
- **Generous Paid Time Off:** We believe in a healthy work-life balance, offering you ample vacation days, excused absences, personal days, and holidays to recharge and spend quality time doing the things you enjoy
- **Comprehensive Insurance:** LCA provides company-paid life insurance, long-term disability, and short-term disability coverage to support you in unexpected situations
- **Retirement Plans:** Secure your future with eligibility for two retirement plans – the Pennsylvania Municipal Defined Benefit Retirement Plan and a 457 plan

I'm interested, how do I get started?

Apply to: <https://app.jobvite.com/j?cj=oxlYwfw6&s=PMAA>

We're excited that you're considering joining the Lehigh County Authority (LCA) team! To make the hiring process smooth and efficient, we've partnered with myHR Partner. Rest assured, they're not a staffing service or recruiter – they're here to help us find the best fit for our organization. Your resume will be reviewed specifically for opportunities with LCA.

At LCA, we pride ourselves on being an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, disability, national origin, veteran status, or any other protected status. Employment decisions at LCA are based on your qualifications, merit, and the needs of our business.

Thank you for considering LCA as your next career move. We look forward to learning more about you!