

Communications Consultant Roles and Responsibilities

Role: To design and oversee the effective communication of the CSI project information to DMV Business Partners, DMV Leadership, and the DMV Staff.

- Develop, plan, and execute the CSI Systems Redesign Communications Plan.
- Develop, plan, and execute complementary communications plans for sub-projects related to the CSI Systems Redesign Project including the CRM program, Proofs of Concept, Pilots, the Business Rules Extraction project, and Data Quality / Data Clean-Up project.
- Design the mechanisms and methods to provide effective communications to the project stakeholders including the Business Partners, DMV Leadership, the Executive Oversight Committee, and the DMV Staff.
- Monitor that the CSI team is using the correct communication mechanisms.
- Approve all material posted on the CSI Intranet and DMV (dmvnow.com/csi) sites.
- Ensure all information posted on the CSI Intranet and DMV (dmvnow.com/csi) sites is current and meaningful.
- Coordinate all surveys initiated by the CSI Project.
- Develop and coordinate the communication associated with the HR Organizational Change Management program.