

**MOAPA VALLEY WATER DISTRICT
ADVERTISEMENT FOR THE REQUEST FOR PROPOSAL
FOR
CUSTOMER RELATIONS CONSULTANT**

MVWD is seeking a proposal for a contract Customer Relations Consultant to provide clear, relevant, professional, and timely content to District Customers.

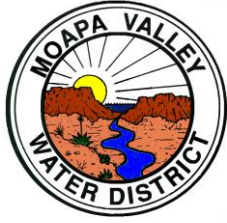
The position will require up to 10 hours of work per week with some duties including:

- Write and edit press releases
- Create and update website content
- Create and update District newsletter
- Assist with Advertising and Marketing
- Assist with Federal and State required public outreach
- Provide staff assistance during legislative sessions
- Assist staff with public meetings

Any questions can be directed to Joseph Davis (702) 397-6893, joe@moapawater.com

Details can be viewed on our website at moapawater.com click on District News

Proposals can be dropped off at the District office or mailed to MVWD, PO BOX 257, Logandale NV 89021. Attention Joseph Davis. Proposals must be submitted by July 3, 2024



CONTRACT CUSTOMER RELATIONS CONSULTANT

Goals:

1. Provide clear, relevant, professional, and timely content to District customers.
 2. Increase customer engagement.
 3. Provide assistance to customer service personnel in relevant areas.
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Summary of Proposed Tasks:

1. Write and edit press releases.
 - a. Report on board meetings.
 - b. Report on policy changes.
 - c. Report on future project needs.
 - d. Write articles on District accomplishments, projects and current events.
2. Create and update Website content.
3. Create and edit District newsletter.
4. Advertising and Marketing.
 - a. Write content to explain available District services and how to better access existing services.
 - b. Write promotional pieces for new District services.
 - c. Create advertisements as needed.
5. Provide Writing Assistance to staff.
 - a. Help staff prepare board meeting information.
 - b. Assist staff with writing and updating policies.
 - c. Assist staff with the preparation and presentation of reports, whitepapers and presentations.
6. Assist staff with District sponsored public outreach meetings.
7. Attend community meetings and events as assigned. Give reports on the meetings as needed.
8. Monitor federal register notices, press releases, and other content for applicability to MVWD.
9. Provide staff with assistance during legislative sessions.
 - a. Write and create position papers.
 - b. Write and create information pieces.
 - c. Read bill drafts and position papers and create responses.
 - d. Watch committee meetings or review legislative committee meeting transcripts as assigned.
10. Perform public satisfaction outreach surveys as needed.
11. Perform other duties as may be assigned by the General Manager.