



EXECUTIVE SECRETARIAT  
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**POSITION TITLE:** Communications Officer  
**JOB STATUS:** Full-Time Exempt  
**LOCATION:** Honolulu, Hawaii  
**APPLICATION:** Open until filled

## I. ORGANIZATIONAL BACKGROUND

Established in 1986, the Pacific Island Health Officers' Association (PIHOA) represents the collective health interests of the U.S. Affiliated Pacific Islands (USAPIs), which include American Samoa, Federated States of Micronesia (FSM), Guam, Republic of the Marshall Islands (RMI), and the Republic of Palau (ROP). Operating as an independent nonprofit organization with headquarters in Honolulu, Hawaii, and a field office in Hagåtña, Guam.

PIHOA's mission is to improve the health and well-being of the USAPIs by providing, through consensus, a unified, credible voice on health issues of regional significance.

PIHOA's membership comprises the ministers, directors, and secretaries of health of the five USAPIs (Executives), their deputies, and the chief executive officers of local public hospitals (Associates), and Pacific regional professional associations (Affiliates). PIHOA's Secretariat, comprised of executive, administrative, and technical staff, as well as technical consultants, provide assistance to the USAPI health ministries and departments to strengthen their health systems and build capacities in these areas:

1. Leadership Development, Advocacy, and Partnership Engagement
2. Regional Human Resources for Health Initiative
3. Regional Health Information Systems and Performance Improvement Initiative
4. Regional Laboratory Strengthening Initiative
5. Regional NCD Emergency Response
6. Pacific Health Security

## II. SUMMARY OF DUTIES

The PIHOA Communications Officer position is a full-time, exempt position located at PIHOA Headquarters in Honolulu, Hawai'i. Continuation of employment will depend on program/operational needs, satisfactory work performance, availability of funds, and compliance with applicable federal/state laws. The Communications Officer reports to the PIHOA Deputy Director and will be responsible for overseeing and implementing the organization's internal and external communication strategies. This role involves developing and executing comprehensive plans to ensure that the organization's messages are effectively conveyed to its target

audiences. The Communications Officer will work closely with the executive and administrative teams, program staff, and consultants to ensure that the organization's communications are well-coordinated, timely, and effective.

### **III. SCOPE OF POSITION**

1. Reports to: Deputy Director of Programs and Operations
2. Supervises: None
3. Fiscal Responsibilities: None
4. Signature Authorities: None

**Level of Interaction:** This is a highly responsible, creative, demanding position requiring a unique mix of qualifications and competencies, professionalism, and maturity, as well as prior work experience in communications. The Communications Officer is accountable to the PIHOA Executive Board, leadership, and executive management for the design, progress reporting, and successful execution of the organization's communications strategic plan. Additionally, the Communications Officer must: 1) be able to work independently with minimal supervision and remain highly adaptive in a very diverse working environment; 2) act as an active and collaborative member of PIHOA's Administration Team; 3) follow complex instructions and initiate and complete multiple and concurrent tasks in a timely and quality manner; 4) possess exceptional organizational, time management, and communication skills (oral and written); and 5) be willing and able to travel domestically and internationally in the performance of duties and responsibilities.

### **IV. MAJOR DUTIES & RESPONSIBILITIES**

1. Develop, execute, and maintain full accountability for the organization's overarching communication strategies, plans, and materials. This includes compiling and formally presenting the progress of communications strategic plan activities to the PIHOA Executive Board, and actively seeking input from PIHOA leadership and executive management for regional alignment.
2. Design, implement, and manage internal communication strategies, newsletters, or intranets to ensure alignment, information sharing, and cohesive organizational culture among PIHOA Secretariat staff and leadership across all office locations.
3. Work closely with the executive management team to ensure that the organization's communications are well-coordinated, timely, and effective.
4. Conceptualize, write, and edit PIHOA marketing and communications materials, including press releases, electronic blasts (eblasts), social media content, periodic formal organizational reports, and other publications.
5. Monitor and evaluate the effectiveness of communication activities and adjust plans accordingly. This includes establishing key performance indicators (KPIs) for all digital platforms; tracking, analyzing, and reporting on communication analytics (web traffic, social media engagement, eblast open rates) to optimize reach and data-driven communication strategies.
6. Serve as the primary content manager for the PIHOA website, ensuring that all online content is accurate, engaging, regularly updated, visually appealing, and optimized for search engines and user experience.
7. Promote communications and marketing materials through appropriate social channels to maximize brand visibility and audience engagement.
8. Ensure all public-facing communications and marketing materials align with established PIHOA brand standards. Maintain and organize digital media archives, including high-quality photography and videography assets.

9. Partner closely with technical program leads and administrative team members to brainstorm, design, and implement tailored program-specific communication strategies and public health campaigns.
10. Serve as a primary point of contact for media inquiries and proactively perform media outreach to secure strategic brand placement in regional and international publications.
11. Develop and maintain professional relationships with external contacts, including media outlets, influencers, vendors, and partner organizations across all primary communication channels (website, social media, newsletters).
12. Oversees external vendor contracts, subscriptions, and platforms, including website hosting, online digital, email, and marketing platforms, and subscription-based design and content creation software.
13. When assigned, provides oversight and guidance for external communications consultants and contractors. Monitor service deliverables against contract terms, review monthly progress reports, and verify invoice submissions.
14. When assigned, provides TA/support to design and deliver communications workshops, toolkits, and training sessions for USAPI member health agency communications staff to strengthen regional public health messaging capacity.
15. Support a USAPI community of practice of relevant health agency communications staff.
16. Conducts periodic reviews and updates of the Communications Policies and Procedures in collaboration with PIHOA leadership and executive management.
17. In accordance with PIHOA policy, provide administrative, logistical, and on-site communications support for the semi-annual PIHOA Executive Board Meetings and other PIHOA-sponsored events as assigned. This includes regional travel and close coordination with administrative team leads in Honolulu and Guam.
18. Perform other administrative-associated clerical tasks and duties as assigned by Executive management to support the overall operational efficiency of the Secretariat.

## V. PRIMARY QUALIFICATIONS

- a. **Education:** Bachelor's degree in communications, public relations, marketing, or related field from an accredited tertiary institution.
- b. **Job Experience:** Minimum of 2 to 5 years of relevant hands-on experience in a job-related communications role, including familiarity and experience working with various social media platforms, including, but not limited to, Facebook, LinkedIn, YouTube, Instagram, etc.
- c. **Job Knowledge:** Proficient in online communication platforms and desktop publishing tools such as Constant Contact, Canva, WordPress, and other similar platforms. Proficient in desktop publishing software like InDesign and Photoshop; Understand graphic design principles and concepts to ensure quality communication products; Understand the best practices of leading social media channels, including, but not limited to, Facebook, LinkedIn, YouTube, Instagram, etc. Able to take well-composed and quality photos that are appropriate for PIHOA's communication needs; familiarity with social media recruiting; and able to effectively communicate with respect and diplomacy with a range of people from differing backgrounds, value systems, cultures, religious affiliations, and varying degrees of English-speaking and writing competencies.
- d. **Other Requirements:** Must have advanced English written and oral communication skills; must be proficient in Microsoft Office software applications (e.g., Excel, PowerPoint, Word, Outlook, and Publisher); ability to handle data with confidentiality; ability to manage multiple projects simultaneously; excellent organizational skills and attention to detail; excellent time management skills with proven ability to meet deadlines; strong analytical and problem-solving skills; excellent interpersonal skills.

- e. **Travel:** Must be willing and able to travel in the US mainland, Asia-Pacific region, and internationally, when required, with possible long durations away from home duty station, including working in low-resource settings.
- f. **Citizenship and Other Requirements:** Must be a US citizen or have a valid US Green Card, US Permanent Residency Card, Resident Alien, or other relevant US visa allowing residency and employment in the US and its territories. Please be advised that PIHOA does not pay for passport and visa expenses. These must be valid and in good standing before employment with PIHOA. PIHOA reserves the right to conduct security and background checks on successful applicants. Must possess a valid driver's license.

## **VI. PREFERRED QUALIFICATIONS**

1. A master's degree in communications, public relations, marketing, or a related field from an accredited tertiary institution is preferred.
2. Knowledge and experience with health promotion and risk communications.
3. Ability to work in diverse teams to achieve results; balanced, open professional work style that includes both (1) teamwork and participation and (2) leadership and individual initiatives.
4. Excellent oral and written communication skills; ability to deeply understand technical details and effectively communicate strategic insights to the health leadership.
5. Familiarity with the cultural and traditional workings of the Pacific region and in developing low-resource countries.

**COMPENSATION:** Commensurate with qualifications and experience. Comprehensive Benefits package included.

**TERM OF POSITION:** To start on or immediately after June 1, 2026. Employment at PIHOA is based on Hawai'i state law, which is considered "at-will." Continued employment in this position is determined by the availability of grant funding and job performance.

**HOW TO APPLY:** Interested applicants are encouraged to submit the following electronically, with attention to HR Administrator ([hr@pihoa.org](mailto:hr@pihoa.org)).

1. Letter of Interest that outlines your overall qualifications and professional experience in response to the Primary Qualifications listed above.
2. Resume/Curriculum Vitae; and
3. Minimum of three (3) professional references - these references must be from current and past employment supervisors based on the last 2-5 years of employment.

For any inquiries related to this vacancy, please direct them to the PIHOA HR Administrator at [hr@pihoa.org](mailto:hr@pihoa.org).