

Position Description

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Information		
Position Title: Communications Specialist	Location: Main Office	Date: 10/14/2022
Reporting Relationship(s): Position reports to the Executive Director		FLSA Classification: Non-Exempt

General Summary

The Communications Specialist will develop and implement the communication, marketing and public relations needs of the agency. They will ensure community awareness of programs, achievements, and fund development campaigns of Contact by developing relations with media, community partners, consumers and other stakeholders and using a multitude of communication platforms. The Communications Coordinator will work closely with the Executive Director and other members of the leadership team including the Executive Assistant.

Duties and Responsibilities

1. Develop comprehensive communication and public relations plans to maintain favorable public perceptions of Contact's accomplishments, agenda, and programs.
2. Establish, cultivate, and maintain cooperative relationships with the media, community partners, elected representatives, consumers, employees, board and public interest groups.
3. Arrange public appearances, exhibits, and speakers, to promote goodwill and to increase community awareness in conjunction with the Executive Director and other staff as appropriate.
4. Write press releases or other media communications to promote Contact.
5. Maintain and grow social media presence of agency on multiple platforms.
6. Update and maintain content posted on Contact's various websites.
7. Prepare and edit organizational publications such as annual reports, employee newsletters and program flyers for effective internal and external communications.
8. Plan and attend outreach and other public events in conjunction with leadership team to increase Contact's visibility, to promote goodwill, to create networks, cultivating a foundation for future donors and volunteers.
9. Work closely with Executive Director, Executive Assistant and leadership team in development with fund development activities. Provide the public relations and media coverage needed to support fund development campaigns and events

Education Requirements

A minimum of a Bachelor's degree with at least 2 years of experience in communications, public relations, or journalism or other related fields. Preference to work experience in human services and in a not-for-profit organization.

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Knowledge and Skills Needed to Perform Effectively in this Position

1. Demonstrated knowledge and experience in donor relations, media relations, social media, and marketing activities.
2. Excellent communication, personal, and organizational skills.
3. Computer literacy in various platforms including Microsoft office, donor database software and e-newsletter platforms.
4. Literacy in social media strategies including Facebook, Instagram and Twitter.
5. Ability to work on multiple projects with shared leadership and in cross-functional teams.

Additional Requirements

- Incumbents in this position will be expected to work between 35 and 40 hours per week as job requirements dictate.
- Professional membership in appropriate organizations.
- Occasional evenings and weekends required.
- This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.
- Reliable Transportation

Physical Dimensions (Job-related physical abilities an individual needs to possess in order to perform the job in a satisfactory manner)

- This position may involve lifting up to 20 pounds
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities

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Contact Community Services, Inc. is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, or protected veteran status.

I acknowledge I have read and understand this job description. I agree to assume the defined responsibilities and perform these duties.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____