

Faith In Practice

Job Description

Job Title: **Communications Coordinator**
Reports To: Fundraising & Communications Manager

Job Summary: Manages a wide range of communications for fundraising, event, and development purposes, including creation of presentations; content management; editorial support; and layout of print and electronic communications. Serves as project manager for all social media. Serves as a liaison to team photographers/journalists. Executes website updates and provides overall technical support to staff. This is a highly collaborative role, working closely with a wide variety of staff members as well as the CEO and COO. Attention to detail, ability to meet frequent and often concurrent deadlines, and ability to multitask a must.

This role is based in Houston, works closely with staff in both Houston and Guatemala.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Print and Electronic Communications

- Design customized videos and PowerPoint slideshows for 40+ teams annually.
- Under the direction of the Fundraising & Communications Manager, update the content of the Share The Mission Toolkit and brochure and work with teams staff members to update the Volunteer Handbook annually.
- Under the direction of the Fundraising & Communications Manager, provide communications support to the Share The Mission Program, including creation of personal Share The Mission Pages for volunteers as needed.
- Work with COO/Fundraising & Communications Manager, as well as other Houston and Guatemala staff members, to update the Leadership Manuals annually.
- Proofread a wide range of communications; ensure consistent style and accuracy.
- Track metrics and seek to improve readership and conversion rates in eNews, email marketing, and website.

Social Media

- Contribute to social media strategy and manage its execution, particularly visual media on YouTube, Facebook, and Instagram, and explore other possible social media avenues.
- Collaborate with all staff on possible content for social media updates.
- Maintain and strategically expand social media presence; coordinate posts with program, development, and events staff.
- Work with events staff to execute pre- and post-event stories on website and social media.

Image Management

- Collaborate with, train, and manage volunteer team photographers and team journalists.
- Update photographer and journalist role descriptions and manuals annually.
- Assist Fundraising & Communications Manager in choosing and implementing a photo cataloging and storage system.

Database/Technology

- Act as website administrator.
- Responsible for executing all website content updates, under the direction of the Fundraising & Communications Manager and other staff.
- Implement and manage an online visibility (google ad words, search engine

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- optimization).
- Provide support in the maintenance of database with correct contact information as supported by seasonal assistant and volunteers, under the direction of the Fundraising & Communications Manager.
- Have working knowledge of volunteer database functions, queries, and reports.
- Provides technical support to staff on AV equipment, including providing tech support and set up at the Gala, Leadership Conference, Women's Luncheon, board meetings, and other events as needed. Test and maintain equipment as needed.

General/Administrative Support

- Answer phones and respond to general inquiries as needed.
- Provide on-site support at major events.
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

High proficiency in English required; high proficiency in Spanish preferred.

Ability to collect content for various mediums; to write, edit, and proofread; to create audience-based messaging. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should be proficient in the following:

- InDesign
- Photoshop
- MS Office Word, Excel, PowerPoint
- Website Management (Joomla and Drupal)
- Basic Hardware Support (PC, Laptop, Projector, printer, etc.)
- MailChimp familiarity (Basic HTML)
- Ability to use Mac
- iMovie

Certificates and Licenses:

No certifications needed

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General Required Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Team Work - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness. **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

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Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. While performing the duties of this Job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

Other Responsibilities:

This job specification should not be construed to imply that these requirements are the exclusive standard of the position. Incumbents will follow any other instructions, and perform any other related duties, and may be required by their management.

How to apply:

Please email resume and cover letter explaining your interest in and qualifications for the position: Melissa Bernardoni, COO: mbernardoni@faithinpractice.org

ACKNOWLEDGED – Employee

Date