



**connections**  
FOR THE HOMELESS

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

## JOB DESCRIPTION

### COMMUNICATIONS COORDINATOR

FLSA Status: Exempt

**Summary of Position:** The Communications Coordinator position is responsible for communicating with agency stakeholders. Serving on a team of nine, the coordinator will manage messaging across digital and print communications to both targeted and broad audiences. The coordinator is supervised by the Associate Director of Development - Individual Giving and Communications but works very closely with the Stewardship Manager.

#### **Specific Duties:**

##### Communications management

- Maintain consistency across all communications and ensure that all content and data is up to date.
- Generate content across multiple channels that supports the agency's voice and objectives.
- Manage digital content including social media profiles, social media assessment, and website edits.
- Write and execute monthly email newsletters and manage email lists.
- Draft content for mailed communications including stewardship campaigns, solicitations, and acknowledgement letters.
- Contribute content and ideas for additional communication needs including but not limited to videos, presentations, press releases, and event collateral.

##### Project Management

- Oversee all aspects of mass mailing projects including:
  - Maintaining schedule and meeting deadlines.
  - Drafting content for letters and story cards.
  - Pulling mailing lists and do list segmentation for mass mailings.
  - Personalize letters and assign handwritten note assignments.

- Manage printing all mass mailing components both internally and with external vendors.
  - Assemble mailing components and execute in-house mailing.
  - Update information in donor database as needed following mailing.
- Support production of collateral materials including Annual Report and Impact Cards.
  - Collect content and information for print pieces.
  - Coordinate production with graphic designer and printers.
  - Update materials on website.

General Responsibilities:

- Support the overall development and implementation of the annual development plan, including supporting the volunteer program, special events, and community engagement efforts.
- Build relationships with participants, fellow staff, key volunteers, community members, agency supporters, and board members.
- Adhere to the Code of Conduct and Core Values of Connections for the Homeless.
- Perform other duties as assigned.

**The following qualifications are requirements for the position:**

- Valid Illinois Driver's License
- HS Diploma/GED
- Excellent writing, speaking and interpersonal skills
- Able to work independently and with diverse populations
- Flexible Schedule available for evening and weekend work

**The following qualifications are highly desirable:**

- 1-3 years professional experience, preferable working in either development or communications at a non-profit.
- Bachelor's degree and or previous work experience in non-profit management, fundraising, communications, or marketing.
- Exceptional communication skills, including strong writing and copy editing with strong attention to detail.
- Proficient in using digital/social media and monitoring and management tools.

- Excellent computer skills, including MS Office (Word, PowerPoint, and Excel) and Adobe Creative Suite.
- Experience with website content management software and Google analytics.

**Other requirements:**

- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

**Reports to:** Associate Director of Development - Individual Giving and Communications

July, 2020