

## Communications Coordinator Job Description

### Position summary

Work with development and program staff of growing, international non-profit organization to produce communications materials for internal and external audiences (primarily donors and institutional funders) and provide communications support through editing, writing and graphic design. Collaborate across the organization to write and edit content, design collateral, manage two websites, maintain multiple social media accounts and coordinate print production. The position reports to the vice president of business process and communications.

### What you'll do

- **Writing:** In collaboration with program and development staff, write special event and promotional materials, reports for donors, website articles, church materials, country profiles, proposals for donors, e-newsletters for board members, staff and donors, and other materials as needed.
- **Editing:** Provide copyediting for program reports, grant applications, presentations, donor materials, event materials, etc. following the *Writing Style Guide*.
- **Graphic design:** In collaboration with program and development staff, design print collateral as needed using Adobe Creative Suite, including updating photos and content on notecards, business cards, major donor materials, event materials, country profiles and other materials.
- **Website management:** Update websites as needed, write and publish news and stories monthly, ensure websites are current and relevant, track trends using Google Analytics, manage domain name registrations and website hosting.
- **Social media:** Maintain multiple social media accounts, including content creation and curation; analyze and improve content performance.
- **Print production:** Coordinate production of print materials with print vendor; maintain accurate collateral inventories ensuring an adequate supply of quality materials.
- **Resource coordination:** Maintain photo and story files for ongoing use; assist in the collection and distribution of story and photo resources.

- **Brand management:** Assist in development and enforcement of *Brand Guidelines* and *Code of Conduct on Images and Messages* across all departments and all internal and external communications outlets.
- **Research:** Conduct research into ALM's current programs and other global work in neglected tropical diseases to support developing communications materials and social media outreach.
- **Reporting:** Measure and report on the effectiveness of communications activities.

### **Deliverables**

- Copy for print and online communications is accurate, clear, concise and grammatically correct.
- Brand, writing and code of conduct guidelines are followed.
- All internal deadlines are met to ensure that projects are completed on schedule.
- Monthly communications calendar is developed and followed.
- Websites and social media are updated regularly, according to plan.
- Accurate collateral inventories are maintained.
- Other annual and quarterly goals and objectives are achieved.
- Team values are lived out.

### **This job might be for you if**

- You have 1-3 years of communications experience – creating and implementing strategies and developing content. A bachelor's degree in communications, journalism, marketing, English or public relations is preferred.
- You're a communications whiz! You enjoy cranking out interesting Facebook updates or compelling newsletter articles that are clear, concise and grammatically correct. You have the ability to translate complex concepts into language easily comprehensible to diverse audiences.
- You know the power of connecting with your audience through good storytelling.
- Not only are you an excellent writer, but you can design too. While you're not a graphic designer, you do know your way around Adobe Creative Suite and can update and produce basic print collateral.
- You have the ability to collaborate with several teams at once, and you have no problem managing multiple initiatives simultaneously and meeting all deadlines.
- You will want to take ownership of this role and its responsibilities.

- You love to learn and are excited about being involved in all aspects of communications, from research to developing content to printing and distribution.
- Computers do what you say. You are confident with the Microsoft Office Suite, Adobe Creative Suite and social media networks, and are willing to learn new software as needed.

### **What you'll need: Competencies**

- **Communication** – Speaks and writes clearly, effectively and persuasively; demonstrates strong writing and editing skills; effectively and efficiently shares information and ideas. Demonstrates ability to translate complex concepts into language easily comprehensible to diverse audiences.
- **Attention to Detail** – Demonstrates precision and correctness in work. Has the ability and desire to produce accurate work that is free of errors on a consistent basis. Possesses the desire to get the job done with excellence.
- **Planning/Organizing** – Plans and prioritizes among competing goals to execute on tight deadlines, uses time efficiently and develops realistic actions plans; establishes and adheres to deadlines, demonstrates sense of urgency.
- **Initiative** – Without prompting, takes proactive steps to manage and/or improve all work tasks and operations. Is responsible and insightful. Identifies and resolves problems using good judgment in a timely manner. Works independently as part of an entrepreneurial team.
- **Awareness and Sensitivity to the External Environment** – Situational awareness; is aware of organization's position and purpose in the community and the effect of their words and action on that position; demonstrates savvy in dealing with internal and external customers; is promoting and affirming in conversations about and on behalf of the organization.

### **What you'll need: Experience and skills**

- Two years of related work experience, preferably in non-profit communications, marketing or fundraising
- Exceptional oral and written communication skills and strong attention to detail
- Proficient in the use of Microsoft Office products, especially Excel and Word
- Proficient in the use of Adobe InDesign and Photoshop



- One year's experience in use of website content management system like WordPress and/or HTML
- Professional experience with top social media platforms (Facebook, Twitter) and comfort exploring new and emerging platforms
- Experience overseeing the production of print materials
- Bachelor's degree in English, communications, marketing, public relations, journalism or related field

## Values

At American Leprosy Missions we believe that all people are created in God's image and therefore have inherent dignity and worth.

What does this mean for our team?

- We expect our team members to treat each other with respect and courtesy.
- We're a lean, flat organization so we try to help ourselves, but we also pitch in on projects and help each other out.
- We are teachable, willing to receive candid feedback and grow in self-awareness.
- We believe we should achieve excellence in whatever we do.

In this role you'll have the opportunity to be part of a growing, global non-profit organization that is always looking for new ways to help stop disease and improve the well-being of people and their communities.

## Benefits

Excellent benefits include health insurance, 20 days of paid time off, flexible schedule and 401k plan with employer match.

Plus, you get the added bonus of working at our headquarters located in beautiful, dynamic downtown Greenville, South Carolina. But you don't need to take our word for it:

- *Southern Living*: [Greenville - One of the South's best cities 2018](#)
- *Travel+Leisure*: [50 Best Places to Travel in 2018](#)
- *Condé Nast Traveler*: [Number 3 small city in the U.S. 2017](#)

## Apply now

Send a cover letter and resume to [almcareers@leprosy.org](mailto:almcareers@leprosy.org).