

Position Title: Communications Associate
Date Posted: April 12, 2021
Department: Communications
Reports to: Communications Director
FLSA Classification: Non- Exempt
Type of Position: Full-time or Part-time
Hours: Weekdays, remote work opportunities



GENERAL DESCRIPTION

The Communications Associate is an enthusiastic individual that whole-heartedly embraces the mission and vision of the Children's Science Center and looks for every opportunity to promote the organization, support our members and customers, and improve communication to our broader audience. The Communications Associate will be focused on supporting communications and events for members and customers as well as implementing a variety of customer communications strategies for the Lab, outreach programs, and the future science center.

SPECIFIC JOB RESPONSIBILITIES

The Communications Associate's primary responsibilities will be to implement communications that drive attendance and support for the Lab and outreach programs as well as awareness for the campaign and plans for the future science center by working closely with the Communications Manager, Communications Director, and across departments. Specific duties will include:

- Communicate regularly with members through emails and oral communication;
- Respond via phone and email to general information inquiries;
- Assist planning and coordinating special program events at the Lab and site of future science center;
- Assist and support the renewal of memberships;
- Assist in social media promotion planning and implementation;
- Draft articles for e-newsletter promotion of special events, activities, exhibits, and programs;
- Design materials and administer activities to promote of the Center's programs and campaign.
- Other duties as assigned.

QUALIFICATIONS AND CHARACTERISTICS

The ideal candidate will possess:

- BS or BA in communications, marketing, or other related business curriculum;
- Strong technical skills in navigating and querying customer relationship management systems (Blackbaud Altru experience is a plus);
- Excellent written and oral communications, organizational, and interpersonal skills;
- Proficiency in Microsoft Office: Word, Excel, PowerPoint, Publisher;
- Proficiency in InDesign or other design programs, Constant Contact, and WordPress;
- Ability to execute projects from conception to implementation to measurement;
- Desire and ability to work in a fast-paced, unpredictable and growing environment with a can-do attitude;
- Experience with social media and online marketing channels, such as email, banner ads, keywords, paid inclusion, search engine listings;
- Ability to write persuasive and professional copy;

- Experience with engaging and managing volunteers;
- Ability to efficiently and effectively communicate with multiple departments, staff, and volunteers;
- Awareness and sensitivity in interacting with diverse populations, including those that are underserved;
- Passion for learning and desire to promote STEM learning to all populations;
- Ambition to excel and advance based on a desire to go above and beyond;
- A professional, creative, fun-loving, imaginative, and innovative spirit.

FULL-TIME BENEFITS

- Fully-Paid Medical Premiums for employee; option to add Vision, Dental and dependents at employee expense
- 401(K) Retirement Plan
- Paid Time off (3 weeks); Paid Holidays (9)
- Professional Development Opportunities and Partial Assistance
- Flexible schedule and remote work opportunities
- Science Center membership with ASTC and ACM reciprocity to hundreds of museums
- Credit Union Membership

PHYSICAL DEMANDS OF JOB

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the Communications Associate job. While performing the responsibilities of the Communications Associate, the employee is regularly required to talk, hear, and use their hands to do activities like computer use, typing, phone use and filing. The employee is sometimes required to be on their feet for up to four (4) hours at a time; stand; walk; sit; reach with arms and hands; move or lift at least thirty (30) pounds.

WORK ENVIRONMENT OF JOB

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the Communications Associate encounters. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions.

REQUIREMENTS

Successful completion of a criminal background check. Successful completion of a national background check may also be required.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the Communications Associate position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. The Children's Science Center reserves the right to revise duties as needed.