

## Job Description

**Job Title:** Community Management Specialist

**Status:** Exempt, Full time

**GL/WC Code:**  CA 5150/8742

**Location:** Santa Rosa, CA

### Job Summary:

The Community Management Specialist (CMS) ensures communication between individual VRC sites and their respective communities is smooth, professional, and meant to increase agency funding while increasing overall knowledge of VRC within the communities we serve.

### Job Duties:

1. Facilitate customer partner profiling, prepare and deliver custom corporate messages and materials to various site communities through, but not limited to: fax, email, letters, personal outreach, and other forms of community engagement.
2. Customize materials, messages, web pages and training for site communities.
3. Create technical documentation for specific site needs, and the needs of their community partners.
4. Utilize web seminars and onsite visits to educate community partners, staff, and other community members on the services VRC provides.
5. Positively generate community involvement through contacting local government agencies, local community donors, and other funding streams to help increase the overall effectiveness of VRC programs.
6. Oversee and perform initial outside promotions.
7. Act as liaison for internal and external communications with site communities. Provide regular status reports and project plans to community partners.
8. Facilitate communication with sites, including gaining feedback from clients, to report to supporters and community partners regarding how their contributions are utilized to increase program effectiveness.
9. Interact with sites and their community partners and supporters providing demonstrations of services and products available to VRC clients.
10. Accurately file and maintain reports, contact information (email, phone, mailing address) of all community partners and external supporters.

Initial \_\_\_\_\_

Date \_\_\_\_\_

2018 VERSION

**Required Job Skills:**

1. Proven ability to establish and maintain community partners in various communities in the state of California.
2. Advanced computer skills and familiarity with data and word processing programs.
3. Excellent written and verbal communication skills. Accuracy in grammar, spelling, and punctuation.
4. Ability to research, organize and present information related to government funding, as well as gathering information on possible community funding streams throughout the organization.
5. Ability to communicate with various populations.
6. Exceptional people skills. Ability to maintain a professional disposition and remain positive and supportive in the performance of job duties. Ability to give formal and informal group presentations.
7. Ability to work as a productive member of a team.
8. Ability to collaborate with agency supervisors to create outside community partnerships, and ability to assist in training supervisors on community engagement and partnering.
9. Ability to handle multiple projects and tasks while maintaining a stable work environment.

**Qualifications:**

Bachelor’s degree from an accredited university required.

A minimum of five years’ experience working as a member of a Communications or Marketing team. At least three years’ experience working for an agency with multiple operating sites.

At least three years’ experience creating and maintaining outside funding streams, including local businesses, individuals, or other similarly-situated agencies.

Experience in international business relations, sponsorship, or donation administration highly desirable.

Knowledge of VA funding, veteran’s programs, and non-profit management highly desirable. Knowledge of northern California communities highly desirable (Santa Rosa, Eureka, Redding, Chico, Sacramento, Bay Area)

**Physical Requirements:**

Office location negotiable. Inquire for details. Bay Area.

Team-oriented office environment. Requires the ability to occasionally bend, stoop, reach, lift, and move or carry office supplies and materials weighing 20 pounds or less. Finger dexterity required for computer keyboard operation.

**Offering:**

Full time, exempt position. Salary \$70,000 - \$80,000, DOE. Comprehensive medical, dental and retirement benefits.

Initial\_\_\_\_\_

Date\_\_\_\_\_

2018 VERSION