



STANWOOD / CAMANO FOOD BANK SERVICES Community and Client Engagement Specialist

Job Summary: The Community and Client Engagement Specialist works as part of a Communication and Development team to: cultivate effective and cohesive communication strategies, provide consistent and thoughtful client services and maintain positive community stakeholder relationships on behalf of the organization. The CCE Specialist will oversee our social media presence, curate the newsletter and WordPress website, and assist with all internal and external graphic design and communication needs as part of an effective and collaborative team. The CCE Specialist will also share front-end reception and client intake duties, distribute resources to clients and coordinate referrals to external partners. The CCE Specialist will also support the Donor Development Coordinator and Volunteer Coordinator with event planning, storytelling and funding development; collectively ensuring the organization and its mission, programs and services are consistently presented in a strong, positive manner to relevant stakeholders.

The successful applicant will have a positive attitude, excellent public relations skills, knowledge of graphic design, marketing, event coordination, and ability to multitask at a high level. Other duties may expand based on need, interest, and availability. The schedule is generally Monday-Friday with some flexibility needed for weekend events, that are supported by reoccurring 3-day weekends. Position offers \$19-\$22/hr to start, full time, medical and dental benefits, paid time off, and paid professional development opportunities.

Key Areas of Responsibility:

- **Food Bank Services, Food Drives, A Simple Gesture & Special Serves:** Assist with major food drives as a lead or support depending on even, including Fill the Bus, Postal Carriers Food Drive, Give a Gallon, A Simple Gesture, Petfood Drives, Holiday Serves, etc. This person will continually work to support the needs of current partners and seek out new opportunities within the area.
- **A Simple Gesture:** Support the Food Bank Manager, Programs Manager and the Simple Gesture team with marketing, volunteer support, and back-office administration. Be well versed in Mail Chimp and communicate rotating changes to the community and clients through social media, website and newsletter channels. Seek to improve communication with donors and volunteers for ASG, etc.
- **Events:** Assist the Donor and Volunteer Coordinators with onsite and offsite events for the organization (Thrift Store, Food Bank, and Specialty Programs). Ensure appropriate staffing & training prior to the event. Post Event evaluations to determine outcomes, areas of improvement, and efficacy of continued participation. Develop any necessary marketing and communication materials accordingly.
- **Public Relations:** Assure that the organization and its mission, programs and services are consistently presented in a strong, positive manner to relevant stakeholders. Write articles for various publications including SCNews, Crab Cracker, Chamber of Commerce Newsletter, etc and collaborate with the staff, key volunteers and board

members to collect detailed, accurate content for such outlets. Lead PR campaign conversations and create copy for release.

- **Multimedia:** Participate on the Communications Subcommittee with board and staff to develop a Marketing, Branding and Communications Strategy with a package of correlating templates and materials. The priority is to maintain clear and timely communications, consistent messaging, consent-based storytelling, and relevant, schedules and consistent media content across communication platforms with appropriate & engaging graphic design, and creative content management.
- **Marketing Materials:** Create, design, and produce all signage, brochures, and flyers for the organization to present a clear & consistent message across all platforms /programs.
- **Administrative:** Answers phone calls and field questions from volunteers, clients, donors and all others. Effectively partner with the Operations Manager and other team players to determine what items need to be purchased and assist in the coordination of pickup and delivery of product. Performs administrative duties as required.
- **Customer Service, Front End and Intake:** Assists Clients during the 9am-2pm window with direct service and resource distribution, answering phones and emails, directing other calls to the appropriate extension, etc. Also assists with client intake on Wednesdays and running client data reports for grants and other purposes

Qualifications:

- Energetic, positive, “can-do” attitude, flexibility, teamwork, attention to detail and self-managing
- Ability to build strong partnerships and event planning skills.
- Highly collaborative style, relationship builder, self-starter, able to work independently.
- Strong knowledge of social media sites, trends, and understanding of posting within context and to brand; responding to comments and requests, posting regularly for upcoming events, etc.
- Exceptional written & verbal communication.
- Creative problem solving including negotiation and conflict resolution skills.
- Strong organizational, project management, time management, and problem solving skills. Effectively complete multiple tasks with accuracy despite frequent interruptions.
- Exceptional interpersonal skills and judgment.
- Solid sense of discretion and professionalism.
- Proficient in Microsoft Office (Excel, Word, PowerPoint, Outlook). Typing speed minimum 50 WPM.
- Comfortable speaking and presenting to groups.
- Wordpress, Canva, Adobe Suite and other program proficiencies necessary

Wage and Benefits:

- \$19-\$22/ Hour, based on experience, reviewed annually
- Full-time position M-F with some flexibility. Occasional Saturday or Sunday work if an event or service is scheduled - then flexed with a subsequent 3-day weekend.
- 80% employer paid health, dental and vision benefits for the employee.
- EAP program for supportive mental health needs
- Professional development support for paid workshops and training