Job Posting

Job Title: Marketing Communications Specialist  
Department/Program: Community Development

Position is: ___New _X_ Existing  
FLSA Status: Non-exempt  
Pay Grade: 5

Please submit resume and application to:
https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=12165&clientkey=BCD12EE4C3D69B17A21445755CAF5F95

FSS Mission Statement
The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.

Organizational Expectations

Commitment – As the lead Child Welfare Agency in North Florida, FSS prides itself on our employees’ commitment to the agency and the children and families we serve. This is demonstrated by being available at a moment’s notice to assist clients regardless of the time of day. This is also demonstrated by employees’ commitment to maintain consistent attendance and punctuality. It is the expectation that the employee will remain in their current position for a minimum of one year before posting for another internal position.

Career Development – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals.

Professionalism – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.

Teamwork – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork.

Responsible Citizenship – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.

Customer Service – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service.

Job Summary:

Provides administrative support to various department team members and programs. In this position, you should be an excellent communicator with strong attention to detail and strong time management skills. High level of customer service and enjoys working with people and building relationships a plus. Ultimately, your goal is to ensure project workflow across the department and act as a liaison between departments supported by Community Development.

Education  
Bachelor’s degree in Communications, Public Relations or similar

Experience  
One and a half to two years of relevant experience.

Minimum Qualifications

Three to five years of experience in the following: Public Relations, Marketing Communications or Internal/ External Communications in a non-profit or corporate setting.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
**Ability to:**
- Develop and maintain extensive knowledge about FSS programs and services
- Communicate effectively through writing including newspaper articles, presentations, speeches, reports, correspondence, and documentation
- Adjust writing style for various demographic audiences
- Work collaboratively with the media, vendors, peers, and management staff.
- Speak effectively before small and large groups
- Multi-task and manage a variety of activities and projects simultaneously
- Represent self and the organization in a professional manner

**Knowledge of:**
- Communities FSS serves
- Variety of local social service agencies/organizations.
- Social Media Marketing & Communications
- Local Media and Contacts
- AP style format
- Photography

**Skills:**
- Strong written and verbal communication skills
- Strong organizational and time management skills.
- Strong networking skills and ability to follow through on commitments, projects and responsibilities.
- Proficiency in Excel, Microsoft Word, PowerPoint.
- Proven experience as administrative support in a marketing or design firm
- MS Office (Office 365 experience a plus)
- Design software – Intermediate skill level Photoshop, InDesign, Adobe
- Strong editing and research skills
- Excellent attention to detail
- High organizational skills
- Strong time management and project management skills
- Experience in non-profit a plus but not required
- Team player
- Works well and remains calm under pressure
- Submittal of portfolio of design work and/or marketing communications samples preferred

**Other Requirements**
- Clear a Level II background screening.
- Clear a reference check (professional and personal)
- Clear a local background check from the county in which you reside.
- Clear a substance abuse screen.
- Provide a copy of all degrees prior to your first day of employment.
- Clear a Motor Vehicles Records check.
- Provide proof of, and maintain a minimum personal auto liability insurance level $100,000/$300,000.
- Provide a copy of all certifications and degrees prior to your first day of employment.
- Clear an E-Verify check to substantiate that the successful candidate meets the Department of Homeland Security authorization requirements to work in the United States (for more information visit [www.dhs.gov/e-verify](http://www.dhs.gov/e-verify)).

**Licensure, Certification, and/or Registration**
- Valid driver’s license.

**Job Duties**
Describe the essential duties of the job (these are activities you perform on a regular basis) and percent of time spent on each.

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<thead>
<tr>
<th>Essential Duties</th>
<th>% of Time</th>
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<tbody>
<tr>
<td>Prepares presentation (PowerPoint and other), designs and executes internal flyers, posters, invitations</td>
<td>15%</td>
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<tr>
<td>Provides administrative support to programs/event, communications/social media and team members as assigned</td>
<td>15%</td>
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<tr>
<td>Accounts Payable support – invoice processing, expense reports, check requests</td>
<td>5%</td>
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<tr>
<td>Maintains project calendars – advises of schedule revisions and project progress while assisting with budget tracking for project along with company-wide calendar maintenance</td>
<td>20%</td>
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<tr>
<td>Inventory Maintenance and Ordering for promotional items &amp; marketing materials</td>
<td>10%</td>
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<tr>
<td>Assist with content management and sourcing including web content maintenance inclusive of monthly metric tracking and reporting for social channels</td>
<td>15%</td>
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<tr>
<td>Assist with creating and maintain Distribution Lists for communications – data base</td>
<td>5%</td>
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<tr>
<td>Assist with the execution and communication for the Volunteer Program (scheduling, communication, thank you notes)</td>
<td>10%</td>
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<tr>
<td>Assist with tracking donor and corporate sponsorships/donations and thank you communications to sponsors/donors</td>
<td>5%</td>
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Supervisory/Decision Making Authority

The position does not require customary supervision and management of at least 2 or more full-time employees.

Provide two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures:

- Provide inventory of promotional items and recommendations for reorder and items needed.
- Identifying appropriate content for website, social media and newsletters to make recommendations for their use and approval of such.

Contribution and Impact

Provide a summary of results or outcomes the position is accountable for. These may include budget, revenue or non-quantifiable measures that should be observable:

- Flyers for events, presentation material as requested, accurate and up-to-date distribution lists, response to social posts and recommendations on how to adjust accordingly

Strategic Value

Describe how the position contributes to the business unit’s overall strategy:

- This position is integral to FSS’s goals to increase community engagement and provide support for kids and families through events, programs and information.

PHYSICAL REQUIREMENTS: (R=Required  P=Preferred)

- Sitting _R_  Standing _R_  Walking _P_  Lifting _R_ (50 lbs)  Carrying _R_  Kneeling _P_
- Pushing/Pulling _P_  Bending/Stooping _R_  Climbing _R_  Reaching _P_
- Crawling/Crouching _P_  Grasping _R_  Turning _R_  Repetitive Motions _R_  Color Recognition _P_  Depth Perception _P_  Reading _R_  Hearing _P_  Other (describe) __

HAZARDS: (X=Potential Exposure)
Proximity to moving mechanical parts __ Electrical current ___
Toxic or caustic chemicals ___ Radiation ____ Biohazards (airborne or contact) _____ Housekeeping and/or cleaning agents _X__ Flammable, explosive gases ____ Human-borne pathogens _X__ Other: _X_

**SKILL REQUIREMENTS:** (R=Required  P=Preferred)
- Drive motor vehicle _P_
- Prepare food ____
- Typing/Keyboard _R_
- Word processing software _R_
- Data base software _P_
- Spreadsheet software _P_
- Other software _P_
- Calculator _R_
- Operate office machines _R_ (Fax, Copier)
- Verbal communication (including telephone) _R_
- Written communication (including composition) _R_
- Public speaking/group presentations _P_
- Team-oriented and collaborative interpersonal relationships _R_
- Respectful client relationships _R_
- Client assessment and evaluation _R_
- Retrieve and compile information _R_
- Verify data _R_
- Maintain records _R_
- Organize and prioritize information _R_
- Analyze and interpret information _R_
- Investigate, evaluate and recommend action _P_
- Basic mathematical concepts (add, subtract, multiply, divide) _P_
- Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs) ___
- Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) ___
- Reasoning and logic _R_
- Sensitivity to service population’s cultural and socioeconomic characteristics _R_

_FSSNF provides equal employment and advancement opportunity for all individuals without discrimination because of race, creed, color, gender, religion, age, national origin, disability, military status, marital status, or the other protected categories as defined by the EEOC and takes affirmative action in the implementation of this policy. If an accommodation is needed in order to participate in the application process, please contact the appropriate servicing human resources office._