

## **Emma Norton Services Job Description**

Title: **Communications Manager**  
Status: **exempt, part-time at .5 FTE**  
Location: **Saint Paul, Minnesota**  
Supervisor: **Advancement Director**  
Direct Reports: **none**  
Compensation: **starts at \$18,250**

### Organization

Emma Norton Services works with women, children, and families who are homeless and have the added challenges of mental illness, chemical dependency, or both. Emma Norton Services provides safe, permanent housing combined with programs and support services provide an environment where victory over homelessness, mental illness, and chemical dependency becomes a possibility.

### Purpose

The communications manager is responsible for managing communications both internal and external to Emma Norton. With the support of the advancement director and advancement staff, the communications manager is responsible for planning and implementing a multi-faceted communications plan to promote and grow Emma Norton Services.

### Responsibilities

1. Communications, Marketing and Visibility
  - Manage the design and implementation of a campaign to establish Emma Norton Services' brand and ensure all collateral and communications follow brand standards
  - Manage the design and implementation of Emma Norton Services' media and marketing campaigns to increase the visibility of Emma Norton Services
  - Manage the production of all electronic and print collateral materials both internally and externally, including design, writing and vendor relationships
  - Manage Emma Norton Services on all social media
  - Develop capacity for Emma Norton Services to staff and provide educational materials on relevant topics, including presenting and support of others presenting
  - Assist with all events of Emma Norton Services, including annual events, donor cultivation events, and others
  - Manage the development, production and dissemination of support materials for fund raising activities
  
2. Function as a team member
  - Follows through with own job responsibilities and assignments
  - Engages in constructive problem solving and conflict resolution, assists other team members in doing the same
  - Provides information needed by other team members in a timely and effective manner
  - Offers assistance to team members as needed
  - Willing to give and receive feedback to and from team members
  - Takes direction from supervisor or manager, and accepts and implements team decisions as made

3. Other duties

- Participates in staff and team meetings
- Promotes community awareness of Emma Norton Services
- Participates in agency efforts to promote a mutually respecting, multicultural environment and participates in training opportunities related to economic, racial and cultural diversity as requested
- Complete and maintain up-to-date knowledge and expertise in areas related to job duties including the completion of HIPAA and Vulnerable Adult training within the first 7 days of hire
- Performs other duties as apparent or assigned

Requirements

1. A course of study including a degree and a minimum of three years of related experience
2. Ability to undergo and pass a background study as detailed in Minnesota Statute 144.057 and Chapter 245C
3. Experience and high level of proficiency using Microsoft Office and Content Management Systems software, high level of proficiency in Adobe Suite a plus
4. Able to interact with people in a manner which shows sensitivity, respect, and professionalism
5. Ability to communicate effectively orally and in writing
6. Able to exercise good judgement and problem solving in a variety of circumstances
7. Ability to work with a high level of accuracy and attention to detail
8. Able to maintain professional boundaries
9. Moderate physical effort, with intermittent lifting or carrying limited to no more than 50 pounds
10. Duties may require physical ability to climb stairs
11. Duties require extended use of a keyboard
12. Ability to work until own initiative in a fast-paced environment, where interruptions are frequent and the ability to multi-task and set priorities are necessary

Employee and Management Review

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Employee Signature

\_\_\_\_\_  
Date

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Human Resources Signature

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Date