Communications Coordinator

Job Description

**Title:** Communications Coordinator

**Reports to:** Communications Manager

**FLSA Status:** Non-Exempt

**Wages:** $23.56/hourly; approx. $49,000/annually

**Job Type:** Full Time

**Location:** Pacific Beach Office – Hybrid Remote

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**Summary:** The Communications Coordinator coordinates digital communications and fundraising platforms, including peer-to-peer, event registration, online giving, and approved content for social media and digital news. The position also reviews accuracy of and maintenance of the website and organization profiles on charitable giving sites. The role includes smaller writing and editing responsibilities for the annual report, appeal letters, and minor grants.

**Essential Functions:**

- Implements approved content on the agency website, including blogs, news, promotions, donation pages/forms, and other general content.
- Conducts monthly reviews of the agency website for content and link accuracy, and proofreading.
- Updates website for any changes to contact information, board member and executive team profiles, and special notices regarding holiday closures.
- Works with Communications Manager to recommend website widgets or modules to improve functionality.
- Serves as point person for updates to peer-to-peer campaigns (Qgiv), including set up support for hosted pages, running reports on progress, and ensuring donors receive approved receipt forms.
- Activates event registration for our annual Tea & Tonic event and related mobile giving module. Responsible for sending approved event reminders, confirmations, and information to event guests.
- Reconciles records of letters mailed with donation entries tracking report from the Executive Assistant. Proofreads and prints donation receipt letters and handles mailing weekly.
- Works with Communications Manager to develop digital news emails using Constant Contact.
- Provides team with Google Analytics tracking reports and insights on user traffic, opportunities, and issues.
- Manages social media accounts and works with Development, Prevention, and HR on approved content and calendaring: Facebook, Twitter, Instagram, LinkedIn and TikTok.
- Updates agency profile on charity sites (e.g., Candid/Guidestar, Great Nonprofits, BBB).
- Completes writing and editing assignments as part of a team effort on the annual report, appeal letters/emails, storytelling, and grants.
- Supports the annual Tea & Tonic with various event support, including marketing materials, auction descriptions, and logistical support on event day.
Job Requirements:

Education:
- B.A. in Communications, Marketing, English/Writing, or equivalent combination of education and experience.

Experience:
- Minimum two (2) years work experience in marketing, website administration, online giving, developing social media content, and project management.

Preferred Experience:
- Fundraising and/or public relations experience
- Familiarity with peer-to-peer and project management platforms, such as Qgiv and Basecamp
- Familiarity with intervention and prevention work related to relationship violence and sexual assault
- Bilingual or multilingual a plus

Core Competencies:
- Superior written and oral communication skills
- Interpersonal skills that build trust, accountability, and a collaborative spirit
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines
- Solutions oriented and sound judgment

Working Environment:
This job may be primarily remote, but on-site presence is required to complete some job requirements. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, and photocopiers. Must maintain personal cell phone for work-related purposes. Ability to work in IPV, SA, and stalking fields. Working conditions may include possible exposure to communicable diseases related to those typically found in social services setting.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to carry up to 20lbs.

Travel:
Some travel may be required (approx. 15% within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver’s license, and proof of automobile insurance.

Work Hours
The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. and must work 40 hours each week to maintain full-time status. Occasional evening and weekend work may be required as job duties demand.

To Apply: Please submit your resume and cover letter to DWHampton@ccssd.org

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