

Central Iowa Shelter & Services  
Employment Opportunity

**Position Title:** Marketing and Communications Coordinator

**Classification:** Part-Time, non-exempt, some after-hours may be required, pay based on experience.

**Office Location:** 1420 Mulberry Street, Des Moines, IA 50309

**Reports to:** Director of Development and Marketing

**Salary Range:** \$14.50/hour

**Travel Requirements:** Travel within the community may be required.

Position is open until filled. Interested candidates should send cover letter, resume, and salary requirements to: [jmoller@centraliowashelter.org](mailto:jmoller@centraliowashelter.org).

**Organization Overview:** Since 1992 Central Iowa Shelter & Services' mission is to provide low-barrier shelter, meals and support services at no cost to adults experiencing homelessness and to facilitate their move toward self-sufficiency. Approximately 2,000 women and men experiencing homelessness have received emergency shelter and supportive services to help them move beyond homelessness each year.

In September 2012, CISS opened its new facility. The facility grew from 8,000 square feet and 96 beds to 207 beds and 42,000 square feet. It is equipped to provide expanded emergency shelter (150 beds); expanded transitional housing for Veterans (19 rooms); and 38 Project Based Section 8 Voucher efficiency apartments. Along with expanded housing capacity, CISS also provides an on-site health clinic, food pantry, clothing closet, classrooms, and a 30-foot growing dome.

All guests and residents are provided evening and breakfast meals; access to shower and laundry facilities, a weekly medical clinic, and group counseling; as well as individualized case management, life skills instruction, and referrals to other community services/benefits. Programming continues to evolve to meet emerging homeless and community needs.

**Position Overview:**

The Marketing and Communications Coordinator is an exciting position for a creative and organized design and communications professional who wants to make a difference in an agency developed to finding solutions to end homelessness. The MCC is responsible for development and implementation of the agency's communications, both external and internal. S/he participates in the development of the communications plan, oversees and prioritizes development and implementation of marketing and communication support for all agency programs and events. S/he also maintains the content of the agency website and social media and is primary liaison with media partners.

**Other duties and responsibilities include:**

- Responsible for timely communications with the agency's marketing and public relations consulting firms.
- Ensure articulation of agency's desired image and position, assure consistent communication of image and position throughout the agency and to all constituencies.
- Coordinate media interest in the agency and its various services and ensure regular contact with target media and appropriate response to media requests.
- Act as the agency's co-representative with the media along with the CEO and Director of Development and Marketing.
- Coordinate the appearance of all agency print and electronic materials (including social media) such as letterhead, use of logo, brochures, etc.
- Develop and/or coordinate technical assistance and resource materials to assist programs in the marketing, communications and positioning of their activities.
- Maintain content of agency website and social media outlets.
- Lead projects as assigned, such as cause-related marketing and special events.
- Assist the Director of Development & Marketing in the achievement of marketing/communications/public relations mission, goals and financial objectives.
- Keep informed of developments in the field of nonprofit marketing and communications and use this information to help the agency operate with initiative and innovation.
- Contribute to a climate that attracts, retains and motivates top-quality staff and volunteers.
- Effectively enable volunteers and other departmental staff so they can take action on behalf of the agency by:
  - Transmitting the agency's values, vision and direction.
  - Engaging people in the mission of the agency.
  - Communication effectively to help people transform information into knowledge and learning.
  - Modeling positive and professional behavior.
- Maintains customer relationship database and records of the overall coordination of communication to measure effectiveness, penetration and results.
- Responds to inquiries, phone calls and email in a timely and responsive manner.
- Attends regular staff meetings and Development Team huddles as well as event and committee meetings as needed.
- Other duties as assigned.

**The finer details...**

The position will work part-time during standard office hours, but overtime in evenings and at weekends may be necessary, especially during big projects or periods of change.

### **Basic Qualifications**

- Minimum of 2 years' experience in marketing, communications and/or public relations with demonstrated success, preferably in the nonprofit sector.
- Bachelor's degree strongly desired.
- Strong creative, design, strategic, analytical, organizational and communication skills.
- Must have experience with Adobe Creative Cloud products.
- Commitment to working with shared leadership and in cross-functional teams.

### **Key Competencies**

- Demonstrated successful experience creating print and digital marketing materials, writing press releases, and/or making presentations.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Ability to work with all levels of an organization.
- Highly organized, with excellent follow-up skills.
- Excellent written and verbal skills.
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications and experience using and entering data into client and customer databases.
- Passion for learning and is coachable.
- Strong critical thinking, solutions oriented and a "can do" attitude.
- Energetic and Optimistic.

If you want to be a key member of one of the fastest growing non-profits by redefining the industry norms, tell us why by submitting your sparkling cover letter and resume.

### **Physical requirements and work environment**

While performing the duties of this job, the employee is regularly required to use hands and fingers, feel, talk or hear. The employee is frequently required to sit, stand and walk. Work will be performed either in an office environment or in the field. Must be willing to travel as needed to perform job requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

**Send resume to:** Joani Moller at [jmoller@centraliowashelter.org](mailto:jmoller@centraliowashelter.org)

*Current and former homeless individuals are encouraged to apply.*

*Central Iowa Shelter & Services is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.*