



JOB DESCRIPTION

TITLE:	Community Engagement and Communications Manager
SALARY:	\$50-60,000, commensurate with experience
HOURS:	Full-time Monday-Friday, Occasional Nights/Weekends
BENEFITS:	Employer-paid Medical Coverage; Paid Vacation, Holidays and Sick Leave
SUPERVISOR:	Executive Director

Are you:

- Inspired by Portland's makers and local businesses?
- Passionate about creating community and helping others?
- Excited about a dynamic work environment that embraces creativity and innovation?
- Relational and enjoy making new connections while building meaningful relationships?
- A collaborative person with a desire to work with a team?

If you answered yes to these questions, we want to talk with you!

Position Description

Central Eastside's Community Engagement and Communications Manager must be passionate about Central Eastside Industrial District and its diverse mix of businesses, industries, creatives, makers and manufacturers. The ideal candidate is committed to community building; an effective and creative communicator, skilled in connecting with diverse audiences across multiple channels; customer service pro; successful multi-tasker and innovative team-player focused on getting the job done brilliantly. In addition, the Community Engagement and Communications Manager must be exceptionally motivated, responsible and solutions-oriented. The position requires excellent organizational skills, strong attention to detail, computer fluency, flexibility, creativity, a great sense of humor and commitment to Central Eastside's mission and values.

Since 1980, the Central Eastside Industrial Council (CEIC) has supported the Central Eastside Industrial District which contains 1,400 businesses that provide 20,000 jobs. The Community Engagement and Communications Manager works with the Executive Director and the rest of the CEIC team to foster a safe district, enhance the pedestrian experience, reinforce economic viability and promote Central Eastside's unique identity through innovative and responsive programs.

Specific Responsibilities

- **Manage Community Engagement Events** – ensure all community engagement activities including, but not limited to, annual membership campaign, bi-annual ESD Stakeholder Open Houses and quarterly volunteer clean-ups effectively engage the district's diverse stakeholders; increase volunteerism and track volunteer hours
- **Manage Brand and Communications** – coordinate cohesive messaging across channels; create and implement communication standards and annual editorial calendar; generate original content; maintain website and social media accounts; secure consistent positive earned media coverage for Central Eastside and its members
 - **Market and Promote District** – promote Central Eastside activities, events, businesses, identity and economic impact; create marketing campaigns for advocacy, sidewalk and transportation management services including paid media; attend business district events; work with external partners including Prosper Portland, Travel Portland, Travel Oregon and Venture Portland to promote district
 - **Newsletter** – write and produce bi-monthly, photo-rich e-newsletter and as needed district alerts; segment and grow newsletter subscriber list and ensure all stakeholders receive communications; deliver quarterly hard-copy newsletter; assess subscriber/readership metrics and trends

- **Social Media** – post consistently; increase followers, engagement and reach; tell district story through photos/video; monitor accounts to ensure timely response to engagement; promote members/stakeholders with spotlight and/or interview posts.
- **Website** – regularly update site including member pages; add or improve functionality based on district needs and service trends; post newsletters and link to social media accounts; manage vendors
- **Manage Community and Workforce Innovation Fund** – implement annual grantmaking program (\$50,000 annually) including helping applicants successfully apply for, execute and evaluate innovative district projects; maintain grant records including contracts, compliance, evaluations and program materials; facilitate volunteer oversight of grant awards; ensure robust program stewardship including attending grant-funded projects
- **Coordinate Community Switchboard** – facilitate and curate online conversations; coordinate with key stakeholders to gauge progress and metrics
- **Explore District** – spend time ‘in the field’ to understand the unique needs of Central Eastside’s diverse mix of businesses, industries, creatives, makers, manufacturers, property owners and community and government stakeholders and design appropriate communications and community engagement events and tools
- **Attend CEIC and ESD Board meetings** – present community engagement programs; report performance metrics and ensure clear communication of Central Eastside needs, strategies and accomplishments
- **Assist Executive Director** with all other duties as requested

Qualifications

- Passion for Central Eastside’s diverse businesses, industries, creatives, makers and manufacturers and commitment to Central Eastside’s mission and values
- Proven ability to set priorities and work efficiently and effectively in a frequently busy and deadline-driven environment; capable of adjusting quickly to changing conditions
- Consummate professional with excellent attention to detail
- Ability to problem-solve with spirit of innovation; strong interest in coming to work and creating your job on a daily basis
- Excellent communication skills including public speaking, material production and writing, editing and proofreading; proven ability to engage and communicate effectively with diverse audiences and across multiple channels; capacity to understand the roles and contributions of all sectors of the community; graphic design and video production skills a plus
- Excellent organizational and interpersonal skills including ability to work independently, as a team player and with diverse constituents; proven customer service expertise
- Commitment to serving, supporting and growing membership
- Proven computer skills including in-depth knowledge of Excel and Microsoft Office; experience working with relational databases (CRM implementation/management experience), PowerPoint, WordPress and design software a plus
- Flexible schedule to work occasional early mornings, nights and weekends
- At least 3 years communications and non-profit experience including program/project management, volunteer and community engagement, data tracking and establishing/reporting performance metrics, advocacy and public policy
- Bachelor’s degree or equivalent experience
- Drivers License and ability to transport materials to events required

Central Eastside Industrial Council is an equal opportunity employer.

To Apply

Submit a compelling cover letter outlining your passion for, and fit with, the position. Please also provide a complete chronological resume, 1-page writing sample and the names and contact information for three references to jobs@ventureportland.org with “Central Eastside: Community Engagement” in the subject line no later than Wednesday, May 22, 2019 at 5pm.