

American Association of Caregiving Youth® (AACY)

Job Description - Communications Manager

Purpose of Position

To promote the mission of AACY with youth and family caregivers, the public and professionals in healthcare, education and the community through the organization and coordination of office data, services and events so that the outcomes of clients, their families, the experiences of volunteers and all other stakeholders, including those beyond Palm Beach County, are maximized.

Reports to: President

Goals of the Communications Manager

1. Provide courteous and respectful welcoming to all stakeholders of the organization.
2. Maintain accurate records including affiliates, donors and volunteers.
3. Assure thank you letters of all types are sent within five business days of receipt.
4. Maintain and update AACY website.
5. Increase social media engagement of all types.
6. Facilitate the success of fundraising events.
7. Produce and replicate education and outreach materials as directed.
8. Inform management team of deviations from established project objectives and projections.

Essential Responsibilities

- Serve as Editor of “Treasure Talk”, the monthly e-newsletter of the CYP, the “AACY Connects” quarterly stakeholder newsletter and other communication outreach activities.
- Work within a team environment to foster the values and goals, expansion and financial independence of the agency.
- Locate and compile information and formats reports, graphs, tables, records and other sources of information
- Maintain roster of checks received and updates the donor database
- Assess, prioritize and respond to client, staff and volunteer needs
- Participate in planning and then coordinate and assist with special events and programs
- Create, schedule and oversee mailings, press releases and email blasts
- Operate computer to access e-mail, electronic calendars, and other basic office support software

Additional Job Responsibilities

- Assure maximization of office flow efficiency and effectiveness for all team members.
- Take minutes and participate in the AACY National Advisory Council
- Update collateral educational materials
- Take an active role in administration/updating of AACY website and other outreach initiatives
- Explore opportunities and participates in outreach activities
- Use software applications, such as spreadsheets and graphics packages to assemble, manipulate and/or format data and/or reports, including Microsoft Publisher and Constant Contact
- Exercise consistent administrative judgment and regularly make recommendations for improving results that will have an impact on people, costs, and/or quality of service
- Other duties as assigned.

Qualifications

Required: High School Diploma or GED; computer literacy in a variety of programs including the full suite of Microsoft Office applications.

Preferred: Two years college or at least three years of related experience required. Additional education may be substituted for years of work experience; multilingual skills a plus.

- Exhibits respect for people as well as detail and accuracy
- Uses excellent communication skills being respectful of all cultures
- Displays a willingness to build strong and healthy relationships
- Presents professional personable appearance
- Demonstrates creativity and flexibility in problem solving
- Shows willingness to participate in all aspects of outreach and fund raising.

Work Location

Time will be spent in the AACY office and from time to time at other agency and activity related locations. May work remotely as indicated and authorized.

Position Type: Exempt

Employee Signature

Date