



**Carolina Recycling Association
Communications Coordinator
Job Description**

Would you like to work in a dynamic non-profit environment with a great team of hardworking and fun staff members, board members, and volunteers, while helping the planet? This is the job for you! CRA is looking for a Communications Coordinator to strengthen our social media presence, increase engagement with our members and friends, and help us grow and improve our organization. This position encourages creativity, taking initiative, and professional growth and development! We want the Communications Coordinator to get as much from working for CRA as they give.

Qualifications

The ideal candidate will have experience working within a customer service environment and have strong written and oral communications skills, organizational skills, and computer proficiency. A strong background with a variety of social media platforms including Facebook, Twitter, LinkedIn, YouTube, & Instagram is a must. Passion for maximizing communication and engagement with CRA's membership often and effectively is a plus. Creativity and innovative thinking is encouraged. Responsibilities will include the following areas: communications and member relations, developing social media and online presence, customer service, administrative work, record keeping, and event support and coordination. This position shall report directly to the executive director or his/her designee, and coordinate with staff and board members. Interest in or passion for environmental stewardship, recycling, or sustainability is preferred. Candidates with a passion for developing their own skill set and professional knowledge, show professional curiosity, and desire for personal growth will be favored!

The successful applicant is required to reside in North Carolina or South Carolina. Non-Carolinas residents will be considered but should understand that relocation to either state will be a stipulation for hire. Relocation expenses incurred by the candidate will not be reimbursed or covered in any way by CRA. This position will work remotely or from home, but will be expected to travel occasionally. All work-related travel expenses will be covered by CRA. This is currently a part-time hourly position at 30 hours a week with no benefits. The hiring range is \$15.00-17.50 commensurate with experience plus a fixed monthly insurance reimbursement. A criminal background check may be required as a condition of hire.

Knowledge, Skills and Abilities Required:

- Must be detail-oriented, organized, and have the ability to self-manage.
- Good writing, analytical and problem-solving skills.
- Proficiency with computers, business software, and web-based applications. Ability to operate standard office equipment including, but not limited to computers, telephone systems, calculators, copiers, and mobile devices and mobile payments.
- Ability to learn and administer cloud-based memberships, event registrations, and communications systems, including MemberClicks, Constant Contact, Google Workspace, and HigherLogic.
- Knowledge of principles and practices of non-profit organization, planning, records management, note taking, and administration.

- Ability to communicate and receive communications effectively. Ability to follow oral and written instructions.
- Flexibility in dealing with a dynamic and ever-changing environment
- Proficiency with time management, prioritization, and execution of multiple projects and timelines simultaneously in a diverse environment.
- Must be self-motivated and disciplined to work from home effectively.
- Knowledge of and competency with various MS Office programs (MS Word, Excel, PowerPoint).
- Willingness to learn additional programs used in administering CRA.
- Knowledge of Facebook, Twitter, LinkedIn, YouTube, Instagram, and Flickr. Ability to research and learn other platforms as well.
- Associate's or Bachelor's degree in Communications, Business, Environmental Studies, or related field preferred but not required. Demonstrated experience in these areas is also preferred.
- Bilingual or multilingual skills are a plus.

Job Duties Include:

1. Communications and Social Media Development

- Drive creative development, committee and stakeholder engagement and execution of communications plans.
- Create professional grade graphic designs for social media, website, logos, labels, and other communications material.
- Plan, create, and execute social media content and electronic communications campaigns that are consistent with CRA Branding and appropriate for designated platforms and technology.
- Create Digital Video Media, including development, logistics/execution, and quality video editing
- Committee Support
 - Coordinate with multiple committees on communications strategies and schedules
 - Develop posting schedules and plans with CRA committees and gather content from stakeholders and committees.
 - Marketing Materials: work with committees on various marketing and communications needs, utilize platforms to market and turn public facing
- Update CRA's website and social media efforts, including pages and content for conferences and upcoming events. incorporate a variety of content and promotions of CRA events and activities.
- Support Social Media team with special projects such as theme videos, digital productions, and others as needed.
- Conduct research to create detailed infographics
- Lead and execute own or combined creative vision and strategy for CRA and its committees.
- Provide monthly stats and interpret social media data to formulate plans to improve engagements and reach.

2. Customer Service Administration

- Monitor and respond to emails as first line of customer service during office hours; answer CRA office telephone; and respond to member inquiries.
- Forward messages, emails, or notices to the executive director, staff, appropriate board member, or committee member.
- Respond to recycling information requests or forward to appropriate agency or person.
- Assist executive director, staff, board members, and committee members with projects through developing spreadsheets, reports, or researching information as needed.
- Handle billing, membership, and/or other routine inquiries.

3. Event Support

- CRA Conference

- Act as a point person for the conference activities; coordinate registration desk, volunteers, auction check-in, merchandise sales, and other activities as needed.
 - Assist staff in coordination and administrative support of conference activities throughout the year; attend Conference Committee calls and meetings.
 - Support event administration and organization for partner events including Recycling Industry Legislative Days, Lunch and Learns, Recycling Business Connection, and others as needed.
 - Coordinate catering for special events.
 - Coordinate transportation needs for workshops and events.
 - Promote events to membership and stakeholders.
 - Perform other conference and meeting-related tasks as directed.
 - Send requests and compile quotes for venue locations for events and services.
 - Create post event surveys and other needed surveys and send to attendees, compile results to share with committees and board
 - Take quality photos/videos of events to use for social media and website
- 4 . General Operations Administration
- Order office supplies and event supplies as needed.
 - Coordinate locations and meals for board meetings.
 - Collect and compile committee reports and assemble packet for board meetings.
 - Support board and committees as needed and directed by the executive director
 - Attend at least one professional development event outside of CRA's events per year based on professional interest, CRA need, and availability.

Contact:

Mary McClellan, Executive Director

jobs@cra-recycle.org

(cell) 336-972-3565 (office)877-972-0007

**Please complete online the application including a cover letter and resume.
Questions? Email jobs@cra-recycle.org Thanks!!**