

<b>Job Title</b>	Coordinator, Communications
<b>Reports To</b>	<i>Manager, Communications and Website</i>

### Job Purpose

The Communications Coordinator supports the Communications and Website Manager to positively position the company's events with event participants, stakeholders, local community and media. This position is responsible for producing event communications for both internal and external audiences. Specifically, the Communications Coordinator will work with office and event staff to create content for the web, print materials and e-communications. The Communications Coordinator will also be a liaison with Customer Service to ensure all content is tailored to the questions, concerns and needs of event participants, stakeholders, local community and media.

### Full-Time

### Duties and Responsibilities

- Copy writer and editor for event print materials
  - Develop content for a variety of communications including, but not limited to, the event participant guide and packets, media guide, street closure flyers and staff/volunteer guides
  - Work with the content experts to review/edit material and manage review process
  - Create PA scripts and announcement timelines
- Manage content for organizations websites (chicagomarathon.com, shamroksuffle.com and cemevent.com)
  - Operational/day-to-day content
  - Online polls
  - Feature content
- Prepare and manage timelines for organization and event newsletters and outreach
  - Maintain/update e-newsletters, participant, volunteer, partner and staff outreach
  - Create and copy edit content
  - Responsible for editorial outlines
  - Acquiring approvals from organization leaders and clients
  - Format and distribution of event emails
- Assist media relations team
  - Manage the event media credential process
  - Oversee media tracking
  - Staff media events
- Manage Chicago Event Management (CEM) social media channels
  - Create a timeline/content calendar
  - Develop social posts (copy and creative)
  - Monitor and respond to posts/messages
  - Update followers
  - Monitor social media trends

- Act as a liaison between communications and customer service
  - Partner with the team to meet and exceed customer's service expectations through communication content
  - Works with customer service to continuously evaluate and identify opportunities to positively impact the customer's experience through communication content
  - Reviews reports as they relate to customer service activity and issues

### **Qualifications/ Requirements**

- Ability to work well with a diverse group of staff and volunteers
- Excellent communication skills
- Strong writing skills
- Strong planning, organizational and follow up skills
- Excellent people and process management skills
- Strong interpersonal and customer service skills
- Excellent time management skills
- Detail oriented
- Record keeping skills
- Ability to multi-task

### **Education/Experience**

- Bachelor's degree in communication, public relations or related field
- 1-2 years of job-related experience; such as working in event/endurance sport industry
- Customer service experienced desired
- Proficient with Microsoft Office, Adobe, working with databases, and other related office project management software
- Experience with HTML

### **Working Conditions/Physical Requirements**

- Moderate walking, standing, prolonged sitting, bending, kneeling, and reaching
  - Work is performed primarily in an office setting
  - The employee must occasionally lift and/or move up to 25 pounds
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