



COMMUNICATIONS & OFFICE MANAGER

Position Description

The Communications & Office Manager ensures that current and new stakeholders are consistently engaged and inspired by Gowanus Canal Conservancy's (GCC's) work and moved to action through strong organizational communications efforts, while managing GCC's physical office to support effective programming and operations. The Communications and Office Manager will report directly to the Development Director, supported by the Stewardship & Operations Director. The Communications and Office Manager participates on the Communications and Programs teams and supports the implementation of Advocacy strategies within GCC's strategic plan.

Position Responsibilities

Develop, Manage and Implement Organizational Communications

- Work with Development Director to develop and implement communications strategies and annual objectives within GCC's strategic plan
- Develop, analyze and report communications metrics to the Executive Director, Program Director and Development Director
- Assist in developing and implementing a database used to segment organizational communications
- Coordinate with all staff and lead the development of GCC communications content, including text, images and video, to increase organizational presence and engagement across platforms:
 - Social media - IG, Twitter, Facebook, YouTube
 - GCC Wordpress website
 - GCC e-newsletter (bi-weekly or monthly)
 - Specific newsletters including Schools e-newsletter (bi-monthly), Horticulture e-newsletter
 - Develop materials as needed (flyers, publications, signage)
 - Office displays and signage
 - Special projects and publications including Annual Report, Gala and Annual Meeting materials
- Support and collaborate with the Board of Directors Communications Committee as needed

- Develop and codify communication procedures and protocol
- Assist in developing a consistent GCC website presence across platforms, including Nursery and Education program websites

Co-develop and manage Membership Program

- Work with Development Director to develop and relaunch GCC's Membership program
- Manage ongoing administration and communications related to Membership program
- Stay current on organizational communications trends and measure analytics through training, peer organizations and research

Support development and management of Special Events

- Plan, coordinate and implement communications strategies for GCC special events, including the Annual Meeting and Gala
- Play a supportive staffing role in special events, including the Annual Meeting and Gala

Lead Office Administration & Management

- Serve as the primary contact for office-related needs, including managing all day-to-day operations and supporting office operational efficiency
- Maintain a high-functioning office, which includes managing appearance of common areas and meeting spaces, including kitchen, storage and organization, and performing some regular maintenance tasks, such as watering plants and keeping displays stocked
- Make office supply, appliance and equipment orders and track expenses and inventory
- Serve as primary point of contact for IT consultant and for troubleshooting office systems and account support, including appliances, phone, computers, server, internet, printer, and point of sale technology
- Manage relationships with building management and contractors, coordinating on facility issues, repairs, cleanings, and improvements.
- Provide office reception, including answering phones/general email inquiries and front door reception
- Receive deliveries at office and send occasional packages to post office
- Assist other staff with special projects
- Opportunity to participate in organizational DEI work (voluntary participation on DEI committee or working group)

Preferred Qualifications

- 2-5 years of related experience
- Experience using social media platforms for organizational communications, including Facebook, Twitter, Instagram, LinkedIn and YouTube
- Computer skills including Microsoft Office, Google Suite, WordPress, Salesforce, Adobe Creative Suite, Video conferencing

- Graphic design, photography and/or video production and editing skills are a plus
- Tech savvy and interest and ability to learn new systems, software and troubleshoot
- Interest in urban environmental issues, and ability to interpret technical content
- Excellent communication, presentation, writing and copy-editing skills
- Detail oriented with excellent time management, project management, and organizational skills
- Team player with ability to problem-solve and take initiative

Physical Requirements

- Proof of COVID vaccination is required
- Ability to talk, hear, sit, stand, and walk; use hands to finger, handle or feel; and reach with hands and arms.
- Interest and ability to work outdoors in an urban environment in all weather conditions
- Communicating information; reading and typing; using video conferencing
- Ability to occasionally lift office products and supplies, up to 25 pounds.

Schedule

This is a full-time, salaried position, 40 hours per week, Monday-Friday, and requires occasional evenings and weekends. GCC staff currently have the option of working from home or in the office for administrative work. A computer or other needed equipment will be provided if needed for work from home. The position will start in January or February 2022.

Compensation: Salary is \$50,000 - \$60,000, contingent on experience. Competitive benefits package includes 50% coverage of company health care policy, FSA, 401(k), commuter benefits, life insurance, paid time off (15 vacation and personal days; 5 summer Fridays; 15 holidays including week between Christmas and New Year's; 5 Sick Days) comp time and paid parental leave.

To Apply: Submit your resume and cover letter to [jobs \(at\) gowanuscanalconservancy.org](mailto:jobs@gowanuscanalconservancy.org).

Gowanus Canal Conservancy is a community-based non-profit organization dedicated to facilitating the development of a resilient, vibrant, open space network centered on the Gowanus Canal through activating and empowering community stewardship of the Gowanus Watershed.

Gowanus Canal Conservancy is an equal opportunity employer and encourages candidates of all racial, ethnic and religious backgrounds to apply.

All GCC employees must be vaccinated against the COVID-19 virus unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by GCC.