



JOB DESCRIPTION

Job Title:	Communications Project Manager	Reports to Job Title:	Marketing & Membership Director
Department:	Marketing & Membership	Division:	Admin
Direct Report(s):	None	FLSA Status:	Non-exempt, temporary
<input checked="" type="checkbox"/> New Position	<input type="checkbox"/> Revised Position	Last Revised:	5/8/17
Salary Scale: DOE	Internal Posting Date: 05/10/2017-05/15/2017	Status: Full Time, Temp	External Posting Date: Until Filled

SUMMARY: Under the supervision of the Marketing & Membership Director, facilitates the execution of all internal and external communications surrounding the remodel of the Eureka store, following the Communications Plan, adhering to the Brand and Style Guidelines, and ensuring communication is timely, consistent, engaging, and thorough. Supports the Marketing & Membership Director in general remodel-related project management.

ESSENTIAL FUNCTIONS: (other duties may be assigned)

- Acts as the main point of contact for all remodel-related communications tasks
- Manages all communication outlets related to the remodel, including but not limited to in-store content, the website, publications, advertising, and social media
- Solicits and coordinates content
- Ensures communications are distributed on time and within budget
- Tracks progress of the remodel Communications Plan
- Tracks progress of all Marketing & Membership Department activities related to the remodel
- Acts as a catalyst to keep projects moving as needed
- Determines additional communications needs, assists in developing strategies as needed
- Receives feedback from internal and external stakeholders; responds to feedback and/or communicates feedback to the appropriate party in a timely and professional manner
- Works within the Net Zero Waste Plan
- Provides superior customer service to internal and external stakeholders
- Travels between stores to take photos, distribute communications collateral, and assess progress as needed
- Attends events as necessary to work as a member of the Marketing & Membership team
- Works collaboratively with other members of our Marketing, Membership and Merchandising Team to assist in the realization of mutual goals
- Participates in Open Book Management
- Attends collaborative meetings and trainings as necessary
- Approaches all decision making with environmental and social impact in mind, actively seeks ways to improve sustainability efforts in day-to-day duties, and assists in implementing applicable North Coast Co-op sustainability initiatives.

- *Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

COMPETENCIES:

- Excellent demonstrated oral and written communication skills; ability to speak in public
- Experience in marketing, advertising and public relations
- Demonstrated ability in managing social media (Facebook, Twitter, Instagram, YouTube, etc.)
- Proficient in Word, Excel, and Outlook; experience with Adobe Creative Suite
- Knowledge of natural foods industry helpful
- Commitment to superior customer service and consumer education
- Must be able to operate independently and interact with the public
- Bachelor's degree in Marketing, Journalism or similar preferred

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Design - Generates creative solutions; translates concepts and information into images; uses feedback to modify designs; applies design principles; demonstrates attention to detail.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and within budget; manages project team activities.

Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate unless at an event.

PHYSICAL DEMANDS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk and use hands to finger, handle, or feel objects, tools or controls.
- The employee must regularly lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, depth perception, and the ability to adjust focus.

POSITION TYPE & EXPECTED HOURS OF WORK:

This is a temporary position with a regular 40-hour work week (8:30 – 5:00 Monday through Friday); the position will last through the duration of the remodel, projected to be completed in late summer 2017.

EEO STATEMENT:

The North Coast Co-Operative provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, The North Coast Co-Operative complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

SIGNATURE:

This job description has been approved by all levels of management:

Manager _____

HR _____

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____