



infoMONTGOMERY & Community Relations Coordinator

Reports to: Communications Manager
Supervises: n/a
Full-time: (37.5 hours week), exempt
Salary: \$60,000-\$65,000 depending on experience, and generous benefits including health, dental, vision, 401K

The Montgomery County Collaboration Council seeks a communications professional with demonstrated digital media skills and a deliverables mindset to join our Communications Department as infoMONTGOMERY & Community Relations Coordinator.

The ideal candidate will be a detail-oriented analytical thinker who enjoys developing and implementing creative solutions that support strategy and improve systems. The Coordinator will approach their work, even behind-the-scenes work that does not involve direct contact with the public, through a lens of community relations, seeking to understand our audiences – especially the community voices we seek to center in our work – and providing communications support to staff and programs to deepen connections and build relationships. The Coordinator role requires an individual committed to consistency in performing sometimes repetitive daily/weekly/monthly tasks to support long-term goals and outcomes. This position also requires digital fluency, with demonstrated experience using a wide range of software and online tools/platforms and high comfort level with maximizing the power of those tools/platforms to achieve goals, solve problems, and improve efficiency.

Areas of Focus

- Manage and grow infoMONTGOMERY, a human and social service resource database of local government agencies and nonprofit programs in Montgomery County, Maryland.
- Assist with a range of communications functions for the Collaboration Council and its programs, with an emphasis on community relations to nurture positive, collaborative relationships with partners and the public, in alignment with our organizational commitment to community engagement.

Major Responsibilities and Duties

60% (approx. 22.5 hours/week) managing the infoMONTGOMERY database of community programs and resources (infoMONTGOMERY.org)

For the first six to nine months of employment, this portion of the job will include a systematic review and updating of all the listings in the database. This will require a high-touch, very manual customer-service approach involving reaching out to agencies and nonprofits by phone and email to be sure their program listings are current and complete and helping make any necessary updates, while also cultivating relationships.

The infoMONTGOMERY portion of the job also includes:

- Using Google Analytics 4 to monitor, measure, and report data and insights into how the infoMONTGOMERY site is being used and how it can be improved, and to generate quarterly reports for County grant monitors
- Assisting the Communications Manager in developing thorough documentation of the database and website functions and processes
- Taking ownership of the ongoing care and feeding of infoMONTGOMERY to maximize its value to the community and help the platform evolve and expand

40% (approx. 15 hours/week) supporting the Communications Manager in various communications functions for the Collaboration Council and its programs, including but not limited to:

- Assist with preparing for and attending community meetings and events – planning, promotion, coordination, and on-site support (meetings and events may take place outside of normal work hours); in 2025, this will include providing communications support for a new community fundraiser event
- Help develop and support online communities and targeted communications around programs/initiatives to support our commitment to authentic community engagement
- Contribute to developing a social-media strategy and workplan that aligns with the organization’s strategic framework and commitment to community engagement
- Social media postings, tracking and analysis
- Constant Contact tracking and analysis (for e-newsletter and other mailings)
- Gathering information (internal and external) for monthly e-newsletter
- Assist with review and updating of Constant Contact mailing lists and audience development
- Assist with website updates and content development across multiple WordPress sites
- Website tracking and analysis using Google Analytics 4 (multiple sites)
- Assist with developing fact sheets and information packets about programs, initiatives, and issues targeted at various audiences (community members, key partners, public officials, sponsors/donors)
- Helping develop and manage a SharePoint site for internal communications

Qualifications of a Strong Candidate

Specific to infoMONTGOMERY:

- Knowledge of the human services delivery system and the range of government services and nonprofit programs serving Montgomery County, or comparable knowledge of another community
- Prior experience helping manage or contribute to a database or directory of programs/services
- High comfort level with website and database tools and technology (*infoMONTGOMERY is a database-driven website built on a WordPress platform and pulling its local data from an iCarol database*)
- Some familiarity with nonprofit/human services taxonomies (211 Human Services Indexing System and/or National Taxonomy of Exempt Entities) or a firm foundation for learning about taxonomies and how to apply and manage taxonomy codes
- Solid writer/editor who can follow editorial guidelines and ensure that database listings are error-free
- Strong customer service skills to cultivate relationships with providers and respond to public inquiries

General communications support:

- Ability to manage projects effectively, including establishing timelines and interim deadlines
- Ability to adhere to departmental and organizational protocols, and to also contribute to improving systems and processes
- Solid writer/editor with attention to detail and ability to adhere to (and help contribute to) organizational style guide and insure consistent brand identity
- Experience posting to social media for an organization or business
- Experience with social media tracking/analytics
- Experience with Google Analytics 4 (or previous experience with Universal Analytics)

The job requires using the following tools and platforms:

- Constant Contact
- Canva (and/or Adobe Creative Suite)
- Google Analytics 4 (GA4)
- iCarol
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Microsoft Teams
- Ninja Forms, JotForm
- Social Media: Facebook, Instagram, LinkedIn, X
- Submittable
- WordPress (Avada theme)

While strong candidates may not have hands-on experience with everything on this list, qualified applicants should have familiarity with most of these tools/platforms (or comparable tools/platforms) and bring a high level of digital fluency to the job, with clear potential and strong willingness to become highly proficient in all the digital tools and platforms required to perform the job.

Professional Attributes of a Strong Candidate

- Organized and detail-oriented
- Collaborative mindset and ability to work effectively in a team environment
- Team player who can juggle and prioritize tasks and duties
- Ability to work well independently *and* as a member of a highly integrated and diverse team
- Ability to work independently while keeping supervisor and team members apprised of progress
- Self-motivated, eager to learn new skills and tools, shows initiative, problem-solver
- Motivated to follow through on recommendations for professional development
- Interest in a work culture that prioritizes humanity and curiosity
[Please see our [Human Dignity core value statement](#)]

Additional Skills and Experience

Although these skill areas are not required for the job, when applying, please if you have skills or experience in any of the following area:

- Bilingual (any language spoken by communities in Montgomery County – Spanish, Amharic, Korean, Chinese, French, etc.); experience providing translation services (written or verbal)
- American Sign Language
- Graphic design, illustration
- Presentation development (Advanced PowerPoint, Prezi)
- Videography/photography, video/audio editing, podcasting
- PR/media relations
- Event planning
- IT skills: Computer science, app development, HTML, CSS, XML, etc.

Working Conditions: Predominately remote with some in-office and local in-person meetings and events required, including staff meetings/retreats and other internal meetings (at the office in Rockville and sometimes in other DMV locations) and community meetings and events in various parts of Montgomery County, which may occasionally involve working evenings or weekends. Must have access to reliable transportation for meetings and events throughout the County.

Salary: \$60,000 to \$65,000 depending on experience

Apply: Please send a **resume and cover letter** to HR@collaborationcouncil.org with the subject line reading [Your Last Name] – infoMONTGOMERY & Community Relations Coordinator. Please be prepared to provide references upon request.

This position is an immediate opening and will be open until filled. Anticipated start date by July 1, 2024.

Montgomery County Collaboration Council for Children, Youth and Families is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity/expression, native language, marital status, pregnancy status, national origin, veteran status, or physical or mental disability status.