



## Jackson Street Youth Services

### ***Position: Communications Coordinator***

**Summary Overview:** The Communications Coordinator helps Jackson Street further its mission with meaningful and timely marketing materials to reach youth, donors, and the community at large. Working to achieve set goals, the Communications Coordinator also manages social media, and is a liaison to the public for community fundraisers, booths, and speaking events. This person is often the first person from Jackson Street a community member connects with on various questions and inquiries.

- This position is a part-time salaried position (20 hours a week). Some weekends and evenings are required.
- The Communications Coordinator is an important member of the Development Team.

**About Jackson Street:** At Jackson Street we believe every young person deserves safe housing, positive adult role models, and opportunities to rise above challenging situations. Our mission is to provide safety, stability, and well-being to runaway, homeless, and at-risk youth. Jackson Street Youth Services is a state-licensed, 501(c)(3) private, nonprofit agency that has provided services to thousands of young people and their families since 2001.

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#### **Basic Requirements:**

- Candidate must have strong interpersonal skills and be highly detail-oriented, organized, and able to handle multiple projects at once
- Ability to be a positive and articulate spokesperson for and advocate of Jackson Street
- A high level of computer literacy and a strong aptitude for mastering new computer applications are essential
- Can work successfully both independently and as a team member
- Excellent writing skills
- Bachelor's degree or two years relevant experience required

#### **Desired Skills:**

- Marketing experience including layout, design, and social media
- Donor database experience a plus

*All Jackson Street employees must pass a Criminal Background Check and complete required training.*

## 50% - Donor Communication

- *Donor Stewardship:* Helps build an organizational culture of gratitude as a baseline for building relationships with donors by making every donor feel special. Thanks donors by phone, handwritten note, or email and send customized tax acknowledgment letters.
- *Community Fundraisers:* Supports local fundraising efforts planned by individuals, businesses, churches, and service groups that benefit Jackson Street, to promote successful events. Leads internal efforts to grow the number of community fundraisers and give-back events and raise visibility of organization and cause within the community.
- *Networking & Communication:* Answers and returns calls and emails in a timely and professional way. Asks questions to understand the needs, goals, objectives, and requirements of the (prospective) donor or group, and coordinates with the Development Team on an appropriate reply when necessary. Helps grow Ambassador group by attending relevant networking events.
- *Database and Mailing List Management:* Tracks donations and donor interactions using the donor database and master mailing list. Pulls reports as needed.
- *Continuing Education for Best Practices:* Attends trainings and webinars to improve donor and community relations.

## 40% - Social Media & Community Relations

- *Social Media:* Contributes timely and engaging content to social media platforms including Facebook, Instagram and email content via Constant Contact. Works with Development Team to highlight youth stories and experience appropriately, publicly thank volunteers and donors, and share needs.
- *Website:* Ensures content on the website is current and engaging.
- *Booths & Public Speaking:* Facilitates speaking engagements for Jackson Street staff at churches, businesses, and service clubs; serves as speaker for such events as needed. Organizes marketing materials for public booth events; attends as a Jackson Street representative or coordinates others.
- *Program Support:* Works with the full Development Team to understand needs of program staff/youth and how to best fill these needs; solicits local donations.
- *NRPM & Special Events:* Leads in planning awareness-building community events during National Runaway Prevent Month in November, building on current content.

## 10% - Administrative Leadership

- *Scheduling:* Coordinates logistics for quarterly Board and committee meetings; keeps Board Member records and contact info up to date
- *Office & Site Support:* Checks and delivers mail, in-kind slips, and other relevant supplies to all Jackson Street sites; contributes to an efficient office environment.

**To apply, submit a cover letter, resume, and 3 references (or reference letters) to**

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