Title:	**PROGRAM & COMMUNICATIONS COORDINATOR – 1FTE**
Team:	**Public Technology Institute**
FLSA Status:	**X Exempt ☐ Non-Exempt**
Reports To:	**Managing Director, Public Technology Institute**
Supervises:	**N/A**

SUMMARY

The Program & Communications Coordinator is a key contributor of an established and growing nonprofit organization dedicated to serving government and civic organizations with educational events, programs and services that inspire innovation for the greater good. This dynamic, full-time professional position has essential accountabilities for Fusion's Public Technology Institute (PTI) and its programs, events and services that include internal program and event coordination; external communications, digital marketing, participant/stakeholder engagement and administrative management. This position reports directly to the Managing Director of the Public Technology Institute, but will take direction from other team and organization leaders.

The ideal candidate is civic-minded, has a passion for life-long learning and educational events, thrives in a fast-paced environment, can effectively manage multiple priorities within tight timelines, and demonstrates excellent interpersonal and communication skills. This challenging and rewarding opportunity requires a mix of big picture-thinking and detailed project planning, strong interpersonal and collaborative skills as well as the ability to work independently.

POSITION EXPECTATIONS

- Be proactive, take ownership and be accountable.
- Be adaptable, positive, innovative, and productive with a high degree of initiative.
- Be communicative, collaborative and relationship-focused in approach, by demonstrating excellent interpersonal and customer service skills.
- Have a growth mindset - think and act like an entrepreneur.
- Develop and implement ideas and programs — conduct or carry out procedures and activities to improve programs or products.
- Ask for help when needed, be open to constructive feedback and share ideas for improvement.
- Work independently as well as collaboratively within a team environment.
- Be resourceful – obtain and learn information needed to do the job from all relevant sources.
- Stay calm under pressure and successfully manage multiple projects and time-sensitive demands.

PRIMARY RESPONSIBILITIES BY FUNCTION

Responsibilities include, but are not limited to:

General Administration
- Support and attend internal PTI team and external committee meetings as assigned.
- Update and maintain committee contact lists, and slack workspaces.
- Create and/or manage membership sign-up/renewal processes, databases, reports and records.
- Create and/or manage program/event participant registration, databases, reports, certification/recertification and records.
- Collaborate with accounting/operations staff to ensure timely and accurate membership and participant payments.
- Monitor & respond to PTI and Fusion general email account and phone line.
- Receive, log and route PTI and Fusion mail and deliveries as needed.
- Serve as point of contact for PTI communications and vendors.
- Manage the procurement/purchasing of PTI-related office supplies, small equipment and meeting materials and keep internal and external supply storage areas organized.

Marketing, Communications & Engagement
- Coordinate and contribute to the development and dissemination of membership communications including newsletters, emails and website/blog posts.
- Coordinate and contribute to the dissemination of marketing emails to promote programs/events or inform and engage relevant audiences.
- Coordinate introductory calls with new members, and touch-base calls with current members.
- Create social media posts/campaigns to promote programs/events or inform and engage relevant audiences.
- Support the maintenance of the PTI webpages by making updates as needed.
- Posting information and email outreach for the GovIT Hub 365 website (weekly).
- Help grow and maintain contact lists that are comprehensive, accurate and segmented by market type.
- Ensure that pictures and videos of all PTI events, programs and services are produced, updated, organized and made available for marketing and engagement purposes.
- Research grant opportunities and write grant applications when applicable.

Event/Educational Program Coordination
- Support and attend planning committee meetings as assigned.
- Create and/or support open calls for speakers/presentations, creating online submission forms, review and reporting forms/processes and communications/customer service with prospective speakers.
- Collaborate with team members to create and/or support event/program registration as assigned.
- Coordinate/manage logistics as assigned for in-person programs and events, which may include some or all of the following:
  - speaker and participant communications
  - sponsor/exhibitor fulfillment of benefits and communications

- o venue/room layout
- o accommodations
- o A/V, food/beverage
- o entertainment or tours
- o create and/or coordinate the creation of onsite registration materials such as attendee packets or name badges
- o on-site event support for participants, including check-in, session monitoring and volunteer coordination
- Coordinate/manage the systems/technology needed for virtual/online learning programs, which may include some or all of the following:
  - o research and aid in the selection and procurement of learning management systems (LMS) and/or virtual/hybrid event platforms that match program requirements, as well as proper integration with other systems like registration, payment gateways and marketing tools
  - o establish and maintain the settings and features needed for LMS and/or virtual sessions, including slides, videos, polls, break out groups, chat and session recordings
  - o assess LMS/virtual platform successes and issues; make recommendations for improving processes and user experience in future programs/ events
  - o assess the technical needs of virtual presenters and present or distribute relevant training and information resources so all users are prepared to interact with the various features of the event platform before and during the event
  - o serve as support for virtual and onsite attendees, speakers, sponsor/exhibitors and room hosts
  - o download, format and store event/program recordings, and upload content to applications for reuse/resale as needed
- Provide post program/event summaries as requested.

QUALIFICATION AND EDUCATION
- Related bachelor's degree; or a combination of education and relevant work experience to total 6 years.
- Minimum 2 years coordinating or supporting educational conferences/events, professional development programing, membership associations, trade expos or similar programs.
- Minimum 2 years contributing to external marketing and/or communications .
- Preferred experience using event registration, contact management and customer relationship management systems and other technologies (i.e. CRM/association management software, marketing/communications platform, project management software, virtual event platforms and mobile applications, etc.).

REQUIRED KNOWLEDGE & SKILLS
- Superior written and verbal communication skills.
- Strong organizational and time management skills.
- Excellent responsive and proactive customer service under pressure and strong relationship-building skills.
- Excellent analytical skills and data management.
- Anticipate project needs, discern work priorities and meet deadlines with little supervision.

- Proficient with MS Word, Excel, Outlook, Constant Contact or similar, event mobile apps, and the willingness and ability to learn new software applications quickly.

PHYSICAL REQUIREMENTS
- Be indoors, sitting at a desk for the majority of the day.
- Travel to and from event sites (primarily local, some outstate); must have driver's license, passport and access to a car.
- Must be able to pack, lift, and transport program equipment and materials to and from programs.
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment.
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally.

TOOLS AND EQUIPMENT USED
- Operate standard office equipment (phones, personal computer, copier, printer, etc.).
- Use personal smart phone for remote connectivity (email, phone, voicemail).

HYBRID WORK ENVIRONMENT
- Remote work arrangement from employee home office where adequate internet service, workspace and furnishings are established at employee expense.
- Attendance/participation as requested at co-working office space in the Twin Cities area.

I understand that this job description does not necessarily list all the functions or accountabilities of the job, and that I may be asked by management to perform additional duties and tasks. I also understand that I will be held accountable to perform these job functions to the best of my abilities, and that I will be expected to continually assess where my assistance would benefit coworkers and the organization and step in to fill those gaps. I understand that management may revise and update this job description at any time.

_____   _____
                    Employee Signature   Date