



## **Digital Communications Manager**

### **About The Network of Jewish Human Service Agencies**

The Network of Jewish Human Service Agencies (The Network) serves as the leading voice for the Jewish human service sector. The Network stands as a collective of 170+ non-profit Jewish human service organizations spanning the United States, Canada, and Israel. Member organizations collectively provide a comprehensive array of human services for individuals across all age groups, both within and beyond the Jewish community. As the go-to resource for advocacy, best practices, innovation and research, partnership and collaboration, The Network strengthens non-profit, community based Jewish human service agencies so they can better serve their communities. Read more about The Network's mission, vision and core values at <http://www.networkjhsa.org/>

At the Network's Marketing & Communications Department, we are dedicated to being data-driven, approachable, and highly collaborative. Our goal is to be easy to work with by removing obstacles and streamlining processes to help the Network achieve our strategic goals. As a critical internal partner, we pride ourselves on being responsive and well-prepared, ensuring we've done our homework to support our member needs effectively.

We deliver high-quality communication solutions that prioritize working smarter, not harder. Our results-oriented approach is always customer-focused, ensuring that every project meets and exceeds expectations. We are committed to achieving outstanding outcomes by leveraging our expertise and dedication to excellence.

### **Job Overview**

Reporting to the Vice President of Marketing & Communications, the Digital Communications Manager is a critical member of the Marketing & Communications team. The Digital Communications Manager provides support in the areas of internal and external communications, website administration, marketing, publicity, and other day-to-day communications activities. They will develop and maintain one of our key Network assets - our website - and are tasked with ensuring effective communication through its design and content. Our website functions as a member portal and communications hub for the Network – the ideal candidate will have website development experience and be able to interface with our developer effectively. The Communications Manager will also be responsible for managing social media development, monitoring web traffic, managing the communications app for Network

conferences, and providing overall communication information to aid the VP of Marketing & Communications in strategy development.

### **Key Responsibilities**

- Content Creation and Management:
  - Manage, create and edit internal and external communication collateral, providing high-level management copywriting and document creation support.
  - Develop, edit, and manage website content to ensure accuracy and relevance.
  - Manage technology updates and address website functionality issues, including installing and updating plugins and managing core WordPress functionality.
  - Create and distribute high-quality digital content, including videos, articles, and social media posts.
  - Collaborate with VP of Marketing & Communication and internal teams to produce engaging digital assets (e.g., infographics, videos, graphics).
  - Manage mobile app content for Network conferences.
- Digital Campaigns:
  - Execute digital marketing campaigns to boost brand visibility and engagement.
  - Manage email marketing efforts, including the creation and distribution of weekly newsletters.
- Social Media Management:
  - Implement the social media strategy to enhance brand presence.
  - Monitor social media channels and engage with the audience to foster a community.
  - Monitor Member Dashboard and engage with members to enhance user experience and tool effectiveness.
- User Engagement and Support:
  - Provide customer support for digital platforms, addressing issues and improving user experience.
  - Collect and analyze user feedback to enhance digital communication strategies.
- Project Coordination:
  - Coordinate with the VP of Marketing & Communication on web content strategy and development.
  - Work with cross-functional teams to ensure consistency and alignment with brand messaging and marketing plan execution.

### **Qualifications**

- Bachelor's degree in Communications, Marketing, Digital Media, or a related field.
- Experience:

- Proven experience in digital content creation and management.
  - Proven experience with website administration.
  - Strong experience with email marketing platforms.
  - Experience with social media management and email marketing a plus.
- Technical Proficiency:
    - Must have strong experience with content management and development within WordPress.
    - Familiarity with web development languages (e.g. HTML, CSS, JavaScript) is desired.
    - Overall knowledge of Microsoft Office software with proficiency demonstrated in specific programs deemed critical to achieving performance goals.
    - Proficiency digital marketing tools (e.g., Google Analytics).
    - Graphic design and video editing experience and proficiency in software (e.g. Canva, Adobe Creative Cloud, Camtasia)
    - Ability to troubleshoot and resolve issues on digital platforms.
    - Skilled at creating powerful, compelling visual communications for a diverse range of audiences and purposes.
  - Communication Skills:
    - Excellent writing and editing skills for various digital formats.
    - Ability to create compelling and engaging content.
    - Strong written and verbal communication skills.
  - Analytical Skills:
    - Ability to interpret data and make informed decisions to optimize communication strategies.
    - A creative mind that also thinks strategically.
  - Project Management:
    - Highly organized and exceptional time management skills with the ability to independently manage multiple priorities when necessary.
    - Superior interpersonal skills, including ability to form positive, professional relationships with staff, members and vendors.
    - Capacity to work in a fully remote environment and to travel as needed.
    - Coordinate with external vendors, as needed.
    - Provide organizational support for special events, programs, and initiatives.

### **Compensation**

Salary range is \$45,000-\$55,000. The Network offers a robust benefits package that includes life insurance, subsidized medical coverage and access to vision and dental coverage. Additional

benefits include employer contributions to 403b retirement plan, paid Federal and major Jewish holidays, generous PTO and access to enroll in a healthcare and/or dependent care flex spending account.

The Network is an equal opportunity employer, dedicated to a policy of nondiscrimination in employment on the basis of race, religion, color, sex, sexual orientation, gender identity or expression, national origin, age, marital status, citizenship, veteran's status, physical or mental disability that does not prohibit the performance of the essential job functions (with or without a reasonable accommodation) or any other basis protected by federal, or applicable, state or local law.

**To Apply: Email cover letter, resume, design and writing sample to [hr@networkjhsa.org](mailto:hr@networkjhsa.org)**