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# Nevada Hands & Voices

## Communications and Outreach Manager

### Job Description

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#### **POSITION SUMMARY**

Communications and Outreach (C/O) Managers will work alongside Program Coordinators, the Administrative Manager, and the Executive Director to develop and execute strategies for group activities and outreach events in their region. C/O Managers will also conduct administrative duties such as managing phone/mail correspondence, social media, and program inventory.

All C/O Manager positions will be for 10 hours per week for 50 weeks at a beginning pay rate of \$23/hour. This position is hybrid with virtual and in-person requirements.

#### **SPECIALIZED KNOWLEDGE AND SKILLS**

- Knowledge and experience with the Deaf community or individuals who are deaf and hard of hearing is preferred, although not required.
- Exceptional interpersonal and communication skills.
- Ability to proficiently read and write English for electronic communication, creating media, and data reporting requirements.
- Will have access to the internet and be willing to conduct business via email and internet technologies as necessary.
- Possesses knowledge of effective marketing strategies.
- Exhibits knowledge of NVHV's identity, mission, and goals.
- Ability to prioritize and manage multiple tasks with specific deadlines.
- Must be detail oriented and organized.
- Knowledgeable with: Microsoft Office (Word, Excel, PowerPoint), social media platforms (Facebook, Instagram, Linktree, YouTube), publishing programs (Canva, Adobe, video editing), and other online platforms (Yahoo mail, SamePage, ZOHO).
- Ability to work independently and as part of a team.

- Articulate, polished, and professional demeanor with strong work ethic, initiative, and confidence.

## **PERFORMANCE EXPECTATIONS**

- C/O Manager will design marketing and promotional materials for the organization, including event advertisement.
- C/O Manager will ensure that all promotional materials are aligned with NVHV's brand identity.
- C/O Manager will edit all promotional materials prior to distribution.
- C/O Manager will schedule, post and interact on NVHV's social media platforms regularly.
- C/O Manager will answer regional phone calls.
- C/O Manager will check regional PO Box on bi-weekly schedule.
- C/O Manager must be able to attend meetings and events, including on occasional evenings or weekends.
- C/O Manager will attend a mandatory initial training and on-going required trainings.
- C/O Manager will be responsible for managing Lending Library check-outs and facilitating book exchanges.
- C/O Manager will be responsible for sending mail, as necessary, including no-contact letters, birthday cards, thank you cards, Growing Book by Book materials, etc.
- C/O Manager will oversee, under the guidance of the Executive Director and Coordinator, Growing Book by Book events, including the preparation, scheduling, execution and follow-up.
- C/O Manager will manage creation, distribution, inventory and maintenance of all print and electronic materials.
- C/O Manager will manage physical organization and inventory of storage unit.
- C/O Manager will be reimbursed for authorized mileage and other expenses will be covered.
- C/O Manager is expected to meet identified and trained protocols in a timely way
- C/O Manager must maintain standards of confidentiality, including adhering to FERPA and HIPAA standards and protecting client health information.
- C/O Manager must treat all families with kindness and respect regardless of race, religion, socioeconomic status, or lifestyle choices even if they are inconsistent or in conflict with their own values.