

## Development & Communications Specialist

### Job Description

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**Department:** Development & Communications  
**Reports To:** Events & Outreach Manager  
**Employment Type:** Exempt

The Development & Communications Specialist is responsible for supporting the priorities and activities related to fundraising & development, communications, and volunteer engagement for the Food Bank of Northwest Indiana. The Development & Communications Specialist will work collaboratively with the Events and Outreach Manager, Development Coordinator, Marketing & Communications Coordinator, and the VP of Development & Communications; as well as across departments with Volunteer Coordinator and Program Manager, to promote FBNWI mission, programs, services, and initiatives.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Serve as the department's general point of contact to streamline internal and external communication. Manage general organization email inbox and assist with department calendars.
- Perform administrative duties, tasks, and errands related ongoing department work and specific special events and campaigns as assigned.
- Interface with a variety of digital tools and portals to complete public facing and internal communication work: scheduling texts & email messages, loading volunteer shifts, and creating third party fundraiser pages.
- Facilitate sponsor related benefits for special events and contribute related content for social media and other digital channels.
- Provide support for volunteer management, facilitating cross department collaboration. Upon request, may assist with Volunteer Coordinator phone and email communication, and may help lead volunteers during packing and sorting shifts and distributions as assigned.
- Work with Volunteer Coordinator & Development Coordinator to attract, arrange & follow-up with company/corporate team and community group volunteering.
- Assist with volunteer related needs at special events.
- Support outreach initiatives: attend community/tabling events, and third-party fund drives & fundraiser events as assigned.
- Maintain stocking of marketing materials in facility lobbies.
- Database entry and data management tasks, including facilitating use of data between different platforms, exporting and importing based on project needs.
- Assist with department mailings.
- Assist with grant processes.
- Perform other duties as assigned.
- Regional travel may be required.

## **QUALIFICATIONS**

- Professional work experience.
- Proficiency in Windows based systems (Word, Excel, etc.)
- Good organizational skills with accuracy and attention to detail.
- Highly developed written and verbal skills.
- Valid Driver's License with clean record.
- Ability to lift 50 pounds.
- Ability to operate motorized and non-motorized material handling equipment in a safe manner.

## **COMPETENCIES/SKILLS**

- Strong analytical thinking and problem-solving skills.
- Proven ability to successfully handle multiple projects and meet critical deadlines.
- Flexibility to attend evening and/or weekend meetings and/or events.
- Data entry experience.
- Knowledge of Salesforce and online giving platforms.
- Works cooperatively and effectively with other FBNWI staff and volunteers.
- Provides excellent internal and external customer service.
- Ability to work independently and in a team environment.
- Gives and receives feedback in a respectful and productive way.
- Represents FBNWI in a professional manner.