



Position Available: **Communications and Data Coordinator**  
Department: **Policy-Advocacy, and Development Department**  
Location: **Akron/Cleveland, Ohio**  
Schedule: Full-time, 40 hours, non-exempt position  
Travel: Travel required between Akron and Cleveland frequently, inner-state travel may be needed

### **SUMMARY**

Asian Services In Action, Inc. (ASIA, Inc.) seeks a highly motivated and bright individual who possesses a diversified set of skills for the Communications and Data Coordinator position. The person will be responsible for leading the development and editing of department communications and serving as a resource for the other ASIA, inc. departments communications needs. No written communications should leave the office without the review and approval of the PAD Senior Manager. The Communications and Data Coordinator will plan, coordinate, implement and evaluate effective internal communication strategies, projects and programs, specifically to promote engagement and understanding of ASIA, Inc., or department goals, high priority initiatives, and viewpoints. This person will manage the daily operations messages and delivery through Hootsuite and eTapestry. Additionally, this position is responsible for the maintaining donor giving information; and donor stewardship activities, such as quarterly fundraising events and fundraising appeals. Candidate must be a strong multi-tasker, have outstanding communication, interpersonal, and research skills, be extremely organized, and a teamplayer. Prior experience in a nonprofit fundraising position is preferred, but not required. This position offers exceptional opportunity for growth for the right candidate interested in nonprofit fundraising and donor relations. This position will work in coordination on other projects as assigned by the Manager of the Policy-Advocacy, and Development Department.

### **DUTIES AND RESPONSIBILITIES**

- Plan, coordinate, implement and evaluate effective internal communication strategies, projects and programs, specifically to promote engagement and understanding of ASIA, Inc., or department goals, high priority initiatives, and viewpoints;
- Generate, edit, publish and share daily content (original text, images, video or HTML) that builds meaningful connections and encourages community members to take action;
  - Work Monitor timely topics and trends relevant to the work of the organization and proactively identify media opportunities for to produce content;
  - Write and implement a social media strategy on a need basis dependant on activities, projects, and program development;
  - Create and execute social media campaigns and promotions that are original to mission of ASIA, Inc.;
- Establish and cultivate media relationships with writers, reporters and editors; manage and create media lists for news distribution; track coverage by publication and reporter; proactively pitch stories and ensure appropriate story placements;
- Builds trust and rapport with department staff and keystakeholds, and provide agency representation in the community through multiple encounters that increase the communication strategies of ASIA, Inc.;
  - Interface with other departments to process tasks in a timely and efficient manner;
- Maintain the community contact list through the eTapestry system including donor information, event and ticketing history, and grant management records on a daily basis with a monthly report for the ASIA, Inc. board of directors;
- Maintain an up-to-date detailed calendar of outreach working with the existing ASIA, Inc. programs on the organization website;
- Manage an up-to-date calendar system on Google Calendar for the purpose of maintaining the social media presence of the organization;
- Participates in ongoing feedback with supervisors and colleagues and is willing to adopt the use of feedback as a tool for decision making and performance evaluation;

- Play an administrative role in assisting with the coordination and execution of ASIA, Inc.'s event logistics and donor relations;
  - Work with the Donor Cultivation Program on direct mail/digital solicitation on a on-going basis;
  - Analyze and report on the growth of donor and volunteer engagement resulting from social interaction;
  - Maintain event database including contact information for event invitation, registration, and thank you process;
  - Track and maintain donor activity through the eTapestry system;
- Assist with website issues, both online and on-the-ground;
- Actively participate in coordination of program activities which may require evening and weekend work;
- Other duties as assigned;
  - Regularly report on progress of assignments;
  - Coordinate and monitor event timeline and ensure deadlines are met;
- Provide administrative support to the Manager of Policy-Advocacy, and Development Department as needed;

**MAJOR PROJECTS** *including, but not limited to:*

- Social Media and Website Management
- Media Relations and Press Communications
- Organization and Department Communications Development including Monthly and Quarterly Newsletters, Agency Documents (Factsheet, Annual Report), Board of Directors Management, and more
- Donor Retention Program including the Annual Gala & Fundraiser, Quarterly Donor Engagement Events, Year-End Appeal Campaign, and more

**QUALIFICATIONS**

- Bachelor's degree with a background in English, communications, or nonprofit management preferred;
- Prior experience in a non-profit setting is a plus;
- Ability to lift 30 lbs or more;
- Requires some work on evenings and weekends;
- Highly organized and acute attention to detail, flexible, and self-motivated/self-starter;
- Must be adept in working with diverse staff who are multi-cultural and multi-lingual;
- Excellent computer skills, including proficiency with MS Office and OS applications;
- Excellent interpersonal skills both in-person and by phone, with high professionalism;
- Proven oral communications skills with ability to interact well with the public, board members, and staff;
- Proven written communications skills with emphasis on creating and writing technical briefs and collateral material;
- Ability to work under pressure and maintain quality of detailed work while meeting competing and inflexible deadlines;
- Must have a strong commitment to immigrant and refugee concerns and have great commitment to excellence in social services;
- Must pass criminal background check and have a valid Ohio State driver's license;
- Must be authorized to work in the U.S.
- Knowledge of AAPI cultures, respect for all cultures, and ability to interact with diverse groups preferred;
- Has access to reliable transportation;

The position reports to the Manager of Policy-Advocacy, and Development Department. We are seeking a candidates who has strong technical and soft skills, high energy, maturity and potential for leadership.

**BENEFITS**

ASIA offers competitive benefits package that includes: personal, vacation and holiday paid time off; health insurance stipend; dental/vision coverage, life and long-term insurance; retirement contribution match; professional development opportunities; and other incentives. Part-time staff are eligible for pro-rated benefits package based on FTE.

## **CONTACT**

Please send cover letter and resume to Mao Vue, Chief Operating Officer ([mvue@asiaohio.org](mailto:mvue@asiaohio.org)). Visit [www.asiaohio.org](http://www.asiaohio.org). **No phone calls please.**

*Asian Services In Action, Inc. promotes equal employment opportunities for all applicants and employees. ASIA will not discriminate against any applicant for employment on the basis of race, color, religion, sex, national origin, veteran status, age, sexual orientation, marital status, or the presence of any sensory, mental or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women, minorities, and disabled are encouraged to apply.*