

Center for Cultural Innovation

POSITION DESCRIPTION

TITLE: Communications & Program Associate

REPORTS TO: Team of Senior Staff with primary report to Program Director, Bay Area

LOCATION: Bay Area office

DATE: Full-time, exempt position effective immediately

COMPENSATION: Salary Range: \$44,000-\$48,000. CCI offers 100% employer-paid health and dental; \$100 travel subsidy; and voluntary retirement plan

General Description: The Communications & Program Associate works with the management team across all aspects of CCI's activities to provide valuable communications, programmatic, and administrative support. This position is spread approximately across these responsibilities as follows: 20% administrative, 35% communications, and 45% programs. This position is responsible for supporting the work of CCI's professional development and training programs, meetings and convenings, and grantmaking programs; for performing light design work (logos, newsletter design, invitations, and print or online ephemera) and implementation of CCI's social media; and for providing administrative support by maintaining databases, answering phones, responding to inquiries, working with partners and affiliates, supporting the work of the Program Director based in the Bay Area, and representing CCI publicly.

The position is located in the CCI Bay Area office and may require travel by personal or public transportation to CCI program sites around the Bay Area, the Los Angeles headquarters, and other sites as the work dictates. This position reports directly to the Program Director, Bay Area, and will support the work of CCI's senior management and programs team.

Duties and Responsibilities:

1. **Administrative:** Responds via phone, email, social media channels, and in person to a broad range of direct inquiries and requests for information about CCI's programs and services, with sensitivity, sympathy, discretion, and commitment to maintain confidentiality.
2. **Administrative:** Maintains CCI's organizational photo, quote, calendar, and shared document files and systems.
3. **Administrative:** Helps process staff expense reimbursements and scheduling, as assigned.
4. **Administrative:** Primary responsibility for ensuring that the Bay Area office operates smoothly, including managing supply levels and ordering, maintaining organization and cleanliness, and ensuring office safety.
5. **Communications:** Designs content for CCI's communication platforms, newsletters, annual reports, grant proposals, grant reports, and presentations.
6. **Communications:** Responsible for generating content for CCI's monthly newsletters.
7. **Communications:** Designs, generates, and posts content on CCI's various social media channels, with primary responsibility for engaging and delivering relevant information to CCI's constituents through these channels (e.g., Instagram, Facebook, and Twitter).

8. Communications: Acts as CCI's liaison to design, communications, and impact production consultants, as assigned.
9. Programs: Records applicant data into customized online databases (Exware and GoSmart) and internal tracking systems to create various reports for staff and funders.
10. Programs: Provides administrative, programmatic, and operational support of CCI programs, which includes but is not limited workshops, trainings, convenings and meetings, initiatives, and grant programs.
11. Programs: Reviews and processes grant applications for multiple unique funding programs using customized online database and internal tracking systems; monitors application process through grants management system; prepares panel review notebooks and materials; supports panel review process; routine preparation of applicant reports and grant notifications; and processing all stages of grantmaking processes, including primary responsibility for scholarship reimbursement and award forms. At this time, grant programs include (but are not limited to) Quick Grants, Investing in Artists, CAL-Now, CIIF, and CALI Accelerator.
12. Programs: Prepares, processes, tracks, and implements award- and declination-status notifications to all applicants.
13. Programs: Procures statements and images of grantees and their experiences to share via CCI's communications platforms and grant reports.
14. Programs: Tracks and processes grantee-scholarship agreements and voucher forms, as well as grantee mid-term and final reports.
15. Programs: Cleans, updates, imports, and reconciles applicant data on a regular basis to keep this data well-maintained and secure.
16. Programs: Ensures that applicant data (demographics, income, regions, disciplines, etc.) across all program areas is consistently collected so as to be analyzable and reportable.
17. Programs: Provides written copy of programs to be used for annual reports, newsletters, and/or funder reports.
18. Programs: Researches local, state, and national professional development opportunities to update the online Calendar of Events and Service Provider Directory as a service to the artist field.
19. Programs: Participates in meetings, planning sessions, and brainstorming to assess, improve, and remain current and relevant in meeting CCI's mission.
20. Programs: Conducts research and scanning, phone interviews, and desk review to inform the development of prospective and current programs, as assigned.
21. Programs: Supports contracted consultants for CCI's program implementation, research, and evaluation, as assigned.
22. Programs: Attracts and manages volunteers, as needed.
23. Programs: Attends, supports, and participates in various CCI programs, as assigned.
24. General: Sensitively and promptly responds to inquiries, including forwarding them to appropriate staff.
25. General: Maintains schedule and work plan to stay on top of tasks and responsibilities.
26. General: Supports other responsibilities as assigned.

Skills and Work Requirements:

- Excellent and reliable attention to detail;
- Ability to manage multiple, ongoing and immediately needed tasks;
- Ability to keep cool and be proactive in moving towards deadlines that can arise concurrently and rapidly;
- Self-identify as creative, curious, and/or a problem-solver;

- Ability to exercise discretion, keep confidentiality, and with a mindset of service to constituents;
- Curious and able to jump into projects quickly, and when there is little information to go on, to be proactive in finding solutions;
- Highly self-motivated to work in a mission-specific nonprofit organization serving individuals in the arts—artists, cultural workers, designers, and arts workers;
- Desire to be a contributor to CCI’s mission and its constituents and to adhere to CCI’s working principals (posted on CCI’s website);
- Excellent verbal, written, and interpersonal communication skills;
- Ability to represent CCI—its programs, activities, and values—publicly professionally;
- At least two years of administrative experience in an office environment (data administration and management preferred) and/or at least two years of arts programming or communications experience;
- Experience conducting research (gathering information and data, analyzing to find patterns, and synthesizing information in a clear way);
- Visual artist and/or design training;
- Strong working knowledge of standard office computer programs using Microsoft Office Suite, especially Word, Excel, and Powerpoint;
- Design experience using Canva and familiarity with using Adobe software a plus;
- Working knowledge of social media and digital publishing platforms;
- Preferred, but not required, working knowledge of CSS, HTML, Exware, Constant Contact, Zoomerang, and/or Survey Monkey;
- Reliable means of transportation or ability to navigate to/from CCI’s Bay Area office;
- Available for light travel, as assigned; and
- Flexibility to work periodic weekends and/or evenings to attend CCI supported programs, meetings and events using personal or public transportation within a 50-mile radius of employee’s home office.

To Apply:

Submit a current resume, cover letter, and at least three design samples (either printable or a url link) of logos, newsletters, websites and the like with a description of your role in generating the samples and the software you used for each. In the cover letter, please describe your interest in the position. Resume, cover letter, and design samples should be submitted as a single attachment (PDF or Word) by email to: Laura Poppiti at search@cccharts.org, with the Subject heading: “Communications & Program Associate, Bay Area Position.” **Deadline to apply is November 25, 2018 or until filled.**