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| <b>Position Title:</b><br>Program Events & Communications Assistant | <b>Classification:</b><br>Non-Exempt | <b>Date last revised:</b><br>07/15/19 |
| <b>Department: Program Performance &amp; Support</b>                | <b>Supervises:</b>                   |                                       |
| <b>Reports To: Program Events and Partnership Manager</b>           | N/A                                  |                                       |

### Purpose

**Purpose of this function:** To support matches with intentional activities and events to support longer match satisfaction and retention.

### Responsibilities

**Program Activities and Events: Assist with/Lead Agency Match Activities**

- Compile content and design for invitations, all program communications, and materials.
- Oversee ticket distribution and coordination.
- Create and execute partner recognition.
- Assist with or lead match activities as assigned with a high level of customer service, including invitation, registration, program materials, and follow up.
- Ensure on-going maintenance and creation of Big App activities.
- Complete after events documentation and tracking on a weekly basis.
- Assist with the Discount Partner Program comprised of partners that offer ongoing discounts for matches.

**The Big App: Manage Administration and Maintain and Grow Content**

- Enter current Bigs into The Big App as requested.
- Work with MRS to ensure Bigs are using The Big App.
- Add new content into The Big App on an ongoing basis ensuring variety of indicators and ages.
- Maintain sponsorship recognition.
- Oversee Admin site.
- Work with CPO as new agencies are brought into The Big App.
- Manage push notifications.
- Ensure Big App users data and content accuracy.
- Format and send monthly user reports to other agencies.

**Program Communications: Promote Agency Brand to all Constituents in Coordination with Marketing team. Manage Program Communications and Ensure Brand Alignment through Coordination with Marketing Team.**

- Help design needed event flyers by inputting text into pre-made flyers.

- Manage and update program components of agency website; update Bigs-only section, program partner information, and program events.
- Lead development of small video pieces that will attract volunteers, steward donors/funders, enhance retention efforts, and/or build awareness.
- Assist in development of match stories.
- Organize files on J drive for program staff; ensure proper labeling of photos, stories, and files, and purging of out-of-date documents, files, or corrupted photos.
- At events, create social media content for facebook, Instagram, twitter, etc.

**Program Support: Provide Program and Administrative Support to Program Team**

- Provide program administrative support and work on special projects as needed and approved by CPO.
- Assist with activity and program evaluation.
- Assist with dissemination of program policy updates.
- Assist with Program Board Committees and Task Force groups as assigned.
- Maintain working collaboration with Match Relationship Specialist Team to ensure accurate distribution of activity and event information.

**Program Expectations:**

- Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth and development experience for the child and successful and satisfying experience for the volunteer.
- Ensure accurate documentation is completed in database according to BBBS Standards and Agency policies & procedures.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Work with strategically identified external partners (i.e. Schools, community centers, corporations, etc.) to build relationships for youth referrals and family resources.
- Staff recruitment booths/tables, match activities and agency events.
- Share with development, engagement, partnership and/or marketing staff potential partnership relationships and stories as discovered through match contacts with Big, Little and Parent/Guardian.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents, and children.
- Be an ambassador for BBBS by representing BBBS in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS.
- Maintain budget documents including invoices and other expenses incurred by department as needed.

**General:**

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBS to increase collaboration and reduce inefficiencies.

- Represent BBBSCI in a professional manner at all times, providing courteous service to both internal and external constituent and presenting a positive image of BBBSCI.
- Abide by BBBSCI policies and practices.
- Complete other duties as assigned

### **Evaluation of Performance**

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters of Central Indiana.

### **Experience, education, degrees, and licenses**

#### **Minimum requirements:**

- High School Diploma, Bachelor's degree preferred.
- Participation in continuing educations programs as requested.
- Previous work experience in an administrative support, event planning, graphic design, social media, marketing and/or communications preferred.
- Experience in assessment and relationship development with child and adult populations; understanding of child development and family dynamics.
- Must be able to work proficiently with agency data base, computers and other office equipment.

### **Physical demands/Work environment**

- Must be willing to work evenings and weekends based on planned events.
- Required to travel approximately 30% of time to meet agency needs, attend agency activities and events, conferences and meetings, etc. Travel is generally within Central Indiana.
- Must have reliable transportation. Drivers of privately-
- owned vehicles must have valid driver's license and meet state required automobile insurance minimums.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving check.