Job Title: Development Communications Coordinator
Department: Development
Work Location: Fairlawn Office
Reports To: Director of Development
Status: Full-time
Classification: Non-Exempt

Reaching Above Hopelessness and Brokenness Ministries, Inc.
RAHAB Ministries provides Christ-centered transformational services to those directly affected by sex trafficking in Northeast Ohio.

Job Summary
This position will develop and implement RAHAB's communications and marketing strategies to engage current and prospective supporters and expand the organization's reach by sharing RAHAB's mission and work with the public. This position will also monitor and evaluate communication strategies to inform, grow, and improve future efforts.

Essential Duties and Responsibilities

- Plan, implement, and maintain a detailed communications calendar for public-facing communication channels to meet priorities throughout the year.
- Collaborate with program staff to gather and share stories, updates, statistics, photography, and other content that reflects the heart of RAHAB's mission, impact, and activities.
- Create and distribute regular and specialized communications, including bi-monthly e-newsletter, monthly prayer calendar, quarterly mailed newsletter, specialty mailings, event-related communications, and more.
- Manage all social media, including content creation, posting, interactions, insights, and future growth opportunities.
- Manage RAHAB's website by regularly reviewing for accuracy and functionality, creating and updating forms and pages as needed, growing blog content, and improving content, SEO, and user experience.
- Support fundraising initiatives by developing donor-focused campaign communication pieces, including graphics, landing pages, and digital and print pieces.
- Coordinate ongoing donor communications, including writing and sending appropriate acknowledgements, developing automated donor communication pathways, and executing donor stewardship pieces.
- Work with appropriate personnel to maintain, update, and enhance materials for RAHAB exhibitor tables.
- Create, update, and edit print collateral, including event flyers, postcards, rack cards, brochures, business cards, banners, and more as needed.
- Organize and manage content for internal use, including digital organization of assets such as pictures, quotes, and branded design work, ordering, stocking, and distributing print collateral pieces.
- Work directly with vendors related to communications, including ordering branded materials, print and promotional materials, and managing periodic e-commerce sites for RAHAB merchandise.
- Ensure all public-facing materials uphold RAHAB's brand guidelines, faith-based identity, and maintains the dignity and confidentiality of those we serve.
- Other duties as assigned by the Director of Development.

Minimum Qualifications

- A heartfelt desire to serve God by supporting the mission of RAHAB Ministries, its clients, and supporters
- Excellent skills in writing, design, and content creation to reach a variety of audiences
- Able to manage multiple projects simultaneously while meeting all deadlines
- Able to work independently and collaboratively
- Experience running digital communication channels and knowledge of best practices
- Ability to work across Microsoft Office programs, CRM databases, and a variety of software platforms
- Must have a valid driver's license and abide by RAHAB's Driver Policy
- Must submit and pass a Federal Background check

Preferred Knowledge, Skills, and Abilities

- Experience in non-profit communications or marketing environments
- Experience evaluating communication channel data, including SEO and insights
- Experience with donor-specific communications and fundraising efforts
- Photography, videography, and multimedia creation skills highly valued

Physical Demands and Work Environment

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, and copiers
- Ability to sit or stand for long periods of time
- Light physical demands

Position Type and Expected Hours of Work

- Evening and weekend work will occasionally be required
- Office hours are Monday – Thursday, 8:30am – 4:30pm, with ability to work remotely on Fridays

Travel

This position will require a limited amount of driving and local travel.

Note: *This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.*

Employee Acknowledgement

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Signature ***Date***

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Printed Name