

Communications Specialist

Department:	Member Services	FLSA Status:	Non-Exempt
Location:		Position Type:	Full-Time
Reports To:	Member Services Manager	Grade/Level:	
Directs:	n/a	Last Update:	02/05/2026

POSITION SUMMARY

Under the direction of the Member Services Manager, this position is responsible for the creation of all general internal and external communications for members, employees, and the general public. This position is also responsible for creating, producing, or procuring marketing materials used to promote the Co-op, its services, and products. The position also assists with the coordination of member meetings, member and public promotions and events. Manages and updates the co-op website by posting timely news, announcements, and resources. Ensures all online content is current, accurate, and accessible to members, supporting organizational communications and marketing objectives.

ESSENTIAL FUNCTIONS

All employees are required to support SCEC’s Mission, Vision, and Values. The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of SCEC.

25% - Marketing, Communications & Social Media

- Implements marketing/communications messaging on co-op website and various social media platforms, email and digital signage as designated in annual communications and marketing plans.
- Creates news releases, stories / articles, advertising, and other co-op messaging.
- Plans and schedules community event sponsorships and/or participation, representing the co-op in select community, civic and education activities to garner support and promote the cooperative’s objectives, plans and programs.

15% - Graphic Design

- Designs layout for marketing materials, visual aids, displays, presentations, advertising and other various co-op projects as assigned
- Coordinates with printers and other vendors for the procurement of all marketing materials and monthly newsletters.

30% - Program Support

- Provides administrative support and promotion of Operation Round Up grant program.
- Coordinate's the Co-op's scholarship program.
- Coordinates, promotes and participates in youth safety and education activities, including Youth Leadership Conference and educational scholarship programs.

10% - Events

- Contributes to the planning and participation in the Annual Meeting of Members and other member programs and events as a part of the planning committee(s).

20% - Departmental Support

- Assists Member Services, Operations, and Finance Departments with creating cohesive communication materials including letters, forms, Messenger notices, presentations, reports and bill messaging.

Position may require occasional after-hours work to support department operations or special events.

The preceding statements are intended to describe the general nature and level of work performed by the person assigned to this classification. The **Communications Specialist** shall be required to perform other duties and responsibilities as required by the direct supervisor to meet the needs of the company.

EXTERNAL RELATIONSHIPS

Employees in this position will be expected to engage in the following external relationships.

- A. Has daily contact with customers, employees and senior management.
- B. Has monthly contact with external business leaders.
- C. Has quarterly contact with vendors.

QUALIFICATIONS

- Education Required:**
- Bachelor's degree from a four-year college or university in English, Marketing, Communications or Journalism.
- Experience Required:**
- Two years of work experience in a similar communication and/or journalism position.

Knowledge, Skills, and Abilities:

- Knowledge of customer/member service principles, including needs assessment, service quality standards, and satisfaction evaluation.
- Knowledge of graphic design best practices and layout principles.
- Proficient in the use of standard office equipment (e.g. personal computers, copiers, printers, fax machines etc.)
- Proficient in photography and video.
- Proficient in website development and maintenance.
- Proficient with Adobe Creative Suite, strong skills in Adobe InDesign.
- Ability to respond effectively to inquiries or complaints from customers, members of the public, and regulatory agencies.
- Strong writing skills, including the ability to create original articles and tailor communication to different audiences.
- Ability to perform intermediate PC functions including Microsoft Word, Excel, Outlook, PowerPoint, Windows.
- Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.

Responsibility and Decision Making:

- Operates within established guidelines; exercises judgment based on procedures.
- Supervisor reviews work regularly to ensure adherence to guidelines.

WORKING ENVIRONMENT

Majority of time is spent in a climate-controlled, quiet office environment with minimal physical exertion. May work a portion of time in the field with various weather conditions, and various in-field terrains.

PHYSICAL DEMANDS

This position requires sitting, talking, hearing, seeing, standing, and walking. The ability to lift up to 50 pounds is occasionally required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. Once an offer of employment has been accepted, a physical is required which includes drug testing.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. SCEC reserves the right to revise the functions and duties of the job when necessary. I also understand that this job description does not constitute a contract or alter my status as an at-will-employee.



Position Description

Employee's Printed Name	Employee's Signature	Employee's Title	Date
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Supervisor's Printed Name	Supervisor's Signature	Supervisor's Title	Date
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