JOB TITLE: Social Media & Communications Coordinator  
ROP: Hourly  
STATUS: Part-time  

SCHEDULE: Weekdays  
DEPARTMENT: Operations  
SUPERVISOR: Chief Operating Officer

SCOPE OF WORK:
The Social Media & Communications Coordinator is responsible for all social media and communications platforms including Facebook, Instagram, Twitter, Mailchimp, Hootsuite, Google, LinkedIn, and Discovery Center webmail. The Social Media & Communications Coordinator reports to the Chief Operating Officer and participates as a member of the Operations Team to advance the Discovery Center’s mission. With a focus on the visitor experience and excellence in customer service, this position is a cornerstone of the institution’s stability, sustainability and overall success.

RESPONSIBILITIES:

- **Social Media/Communications**
  - All social media accounts (Instagram, Twitter, Facebook, LinkedIn)
  - Develop campaigns to promote events, exhibitions, and other happenings at the Discovery Center
  - Attend DCI events to document and incorporate into social media accounts
  - Provide weekly growth numbers for hallway board
  - Monthly social media reports to track increase in followers and engagement
  - Meet monthly goals set by Chief Operating Officer
  - Assist with developing written communications and materials (i.e. Monthly Newsletter, Annual Report, brochures, Quarterly Impact Newsletter, and other materials)
  - Develop content for 2 monthly website blogs
  - Develop and maintain internal communications including front and back announcement boards, flyers, and posters
  - Handle guest feedback through comment cards and Facebook/Google reviews
  - Order supplies for general operations

- **Other duties as assigned**

QUALIFICATIONS:

- At least 1 year of experience managing social media platforms for a business or institution
- Writing or communications background or experience

REQUIREMENTS:

- Passion, determination and dedication to further DCI’s mission
- Maintain a positive work atmosphere
- Demonstrated ability to develop and manage Visitor Services projects, plans and procedures
- Ability to foster and maintain positive working relationships
- Proven ability to create and manage a cohesive working team and culture
- A willingness to occasionally work on evenings
- Excellent communication skills
- Ability to pass a background check
• Motivation to expand and advance skill set
• Ongoing professional development and mentorship