



JOB TITLE: Community Relations Specialist

JOB CODE: Hourly

Department Name: Community Relations/Office of President

EX/NE: Non - Exempt

Reports To: Director of Community Relations/Exec. Assist. To President and Board

Pay: Grade 5, Per ESPA Agreement

Location: Mt. Pleasant and Harrison Campus

Last Revised: October 2022

POSITION SUMMARY:

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

Provides administrative and clerical support to enhance Mid's community across a variety of departments. Primary duties include developing, implementing and coordinating community engagement events and lifelong learning offerings.

ESSENTIAL JOB FUNCTIONS:

1. Coordinates, supports, and attends numerous special events and fundraising activities.
2. Performs tasks including mailings, database management, data entry, reporting, etc.
3. Schedules and coordinates, community relations committee, and other meetings including making catering arrangements, communications, room reservations, material preparation, minute taking, etc.
4. Oversees scheduling for community personnel/organizations for rooms specified for community events (non-classrooms).
5. Initiates verbal and written communications with multiple internal and external stakeholders, to include writing press releases, correspondence, social media, and other materials.
6. Assists with the development of Mid publications. Updates and monitors web pages as needed.
7. Supports positive constituent relations by providing excellent customer service through effective communication, a clear understanding of college systems, and displaying enthusiasm for college programs.
8. Assists with education class/workshop topics for lifelong learning and coordination with appropriate instructors.
9. Serves as a liaison between Mid and potential off-campus lifelong community education sites. Ensure appropriate mix of courses are located at in-district and out-district locations.
10. Works with facilitators/instructors in development of lifelong learning class offerings.
11. Provides assistance in tracking and scheduling for Mid's internal volunteer program.
12. Serves as a role model for Mid's mission, vision, values, and customer service initiatives. Adheres to the organization's policies and procedures, and compliance guidelines.

13. Performs other duties as assigned.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Demonstrated excellent written and verbal skills.
- Strong organizational skills.
- Effective time and project management skills.
- Ability to work independently and as a member of a team.
- Strong interpersonal and customer service skills.
- Ability to listen and resolve issues or concerns in a timely and effective manner.
- Computer skills using multiple office applications.
- Proofreading and editing skills.

Education, Certification, Licensure:

- Associate's Degree required.
- Bachelor's Degree in Business, Communications or related field preferred.

Experience:

- 3-4 years in customer relations/service required.
- Previous experience with event planning preferred.
- Previous experience working with large constituent groups and interdepartmental teams preferred.
- Prior fundraising or volunteer work with a fundraising component preferred.
- Experience with developing and maintaining computer databases to monitor gifts and contributions preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment and at external locations as required.
- There may be occasional travel to other college locations for meetings.
- There may be occasional travel for conferences/training.
- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- The job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 25 pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours as approved by the Supervisor.

Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.

Employee Signature: _____

Date: _____