



## Communications and Operations Associate

### About us:

The Massachusetts Service Alliance (MSA) builds a stronger social fabric in our communities through service and volunteerism. We are committed to increasing the number of people engaged in meaningful volunteer opportunities across Massachusetts that are both fulfilling for the volunteers and that meet critical needs in our community. Our mission is to catalyze the innovation and growth of service and volunteerism by creating partnerships that maximize resources, expertise, capacity and impact and to invest public and private funds in community-based organizations in a fair and equitable manner.

Through our services we engage over 1,500 AmeriCorps and Commonwealth Corps members and thousands of volunteers annually, improving academic and social and emotional outcomes for 13,600 youth, maintaining over 400 acres of park and public lands and 92 miles of trails and rivers, and providing legal assistance to 4,475 low-income individuals.

We care passionately about our service and our employees!

### What you'll do:

- Manage the internal operations and logistical support for our office of 14 staff.
- Manage and develop written and graphic content for MSA's digital communications including website, digital-direct mail, e-newsletters and social media.
- Assist in rolling out MSA's branding refresh project.
- Write and disseminate press releases.
- Assist with logistical and administrative tasks associated with trainings and special events.
- Assist the MSA Program Team with program management support and provide high quality customer service and communication to MSA grantees and clients.
- Help maintain MSA's primary database (Salesforce) and MSA's online volunteer portal (Get Connected).
- Assist in supporting and maintaining MSA Board and Committee functions.
- Work with staff to ensure the Chief Executive Officer is prepared and in possession of materials and information required for meetings, conferences, and other scheduled events.

### What we're looking for:

- Bachelor's degree or equivalent work experience and a desire to work at a nonprofit organization;

- Must be highly organized and able to multi-task and prioritize work, with careful attention to detail;
- Strong written and oral communication skills;
- Strong knowledge of digital communications and marketing;
- Strong knowledge of Constant Contact or similar email marketing tool;
- Proficient in Canva or similar graphic design tool;
- Proficient in Microsoft Office, including mail merges;
- Experience maintaining website content;
- Ability to work in a fast-paced, dynamic environment, and as a part of a team, taking on independent tasks and supporting team projects;
- Demonstrated tact, integrity, and professionalism;
- Personal experience with corps-based service as a member and/or program staff (i.e. AmeriCorps, AmeriCorps VISTA, Commonwealth Corps) preferred;
- A passion for service and volunteerism is a must!

The Massachusetts Service Alliance is committed to hiring practices that support the values of a diverse workplace and reflect the composition of the Massachusetts communities it serves. MSA is an equal opportunity employer and candidates from diverse backgrounds are strongly encouraged to apply. MSA does not discriminate against any employees or job applicants on the basis of any legally protected status, in accordance with applicable federal, state, and local laws. Reasonable accommodations available upon request.

**Salary and Benefits:**

Salary commensurate with experience. Generous benefits package including health, dental, vision, life, disability coverage and 401K.

To apply, send a cover letter and resume by email to Lindsay Rooney, Director of Operations & External Affairs at [lrooney@mass-service.org](mailto:lrooney@mass-service.org). Please include "Communications & Operations Associate" in the subject heading.

Applications will be considered on a rolling basis with priority given to those received by Friday, June 21, 2019. All interested applicants are encouraged to apply as soon as possible.

For more information about the Massachusetts Service Alliance, please visit [www.mass-service.org](http://www.mass-service.org).