



Communications Coordinator Job Description

Start Date:	Approx. June 16, 2024
Title:	Communications Coordinator
Classification:	Nonexempt, full-time, and onsite position (San Jose)
Schedule:	Monday-Friday and some evenings or weekends may apply
Reports to:	Operations Director
Salary Range:	\$52,000 to \$62,400 annually, depending on experience
Benefits:	Eligible for medical, dental, vision, etc.

Position Summary:

Voler Strategic Advisors, Inc. seeks a highly motivated, organized and proactive administrative professional to join our communications firm. This individual will:

- Be a detail oriented, experienced planner and scheduler with the demonstrated ability to respond effectively and efficiently to colleagues and clients
- Understand business priorities, demonstrate the ability to proactively anticipate needs and drive administrative and scheduling improvements to build capacity for the video team (and occasionally the wider communications team)
- Act with a high level of integrity and discretion in handling confidential information as well as professionalism in dealing with senior executives outside of the company
- Coordinate multiple large and small scale projects and tasks, with competing priorities in a complex and technical team environment. Project management skills and experience will be necessary in this position.
- Attend film shoots in the Bay Area as needed to coordinate on site should a client require a Voler administrator be present

This is a 100% on-site position that will be based at our offices in San Jose, Calif.

Essential Duties and Responsibilities:

Coordinate client storytelling and marketing projects with attention to deadlines, quality control, and efficiency.

- Computer competency for data entry and the production of reports and schedules
- Ability to fulfill the company's standards and values for timeliness and thoroughness when performing scheduling tasks
- Coordinate requests from start to finish, including concept development in conjunction with the creative team, stakeholder approval and delivery of final materials/files.
- Tracks and communicates the overall team progress using project management software and other tools.
- Ability to be flexible and courteous, and be open to providing scheduling accommodations to customers, clients or staff
- Pay attention to detail and accuracy of work to minimize errors
- Review, analyze and summarize project and team member deliverables, schedule variances and budget limits
- Complete regular reviews with video team to identify and remove roadblocks and impediments to productivity
- Ability to perform more than one task at a time and solve problems quickly
- Schedule project timelines in order to predict the finish date for larger projects and react early to issues before deadlines
- Schedule and monitor projects to meet deadlines and budgets
- Other duties as assigned by your direct supervisor

Provide excellent support to customers as assigned and to the Director. This includes meeting regularly with clients, capturing meeting notes and expectations, organizing shoot schedules, and delivering final products to clients.

- Maintain professional communication with executives via email, phone, video meetings, and in-person as needed
- Produce meeting notes in a timely fashion
- Balance the needs of our company with the clients' creative objectives
- Develop and foster relationships to help build and support our pipeline of future clients
- Solicit, review, and incorporate feedback from clients and communicate suggestions and ideas to the team in a professional and constructive manner.

- Provide video team and client with a synopsis of desired outcomes for each shoot, a shoot schedule, and recommendations for film subjects or locations in advance
- Handle content distribution to strategic accounts; upload final videos to client YouTube accounts

Support our communications team as needed with an array of graphic design, social media, writing, photography, and media relations projects:

- Distribute media advisories and press releases through our news distribution platform (Cision) for the communications team quickly and with attention to detail
- Go to events to coordinate and support with photography if requested
- Design fliers or slideshows as requested
- Review written documents for errors and suggest edits if requested
- Schedule and attend team meetings and creative brainstorming or review sessions
- Contribute to a positive, collaborative, and high achieving work culture based on teamwork

Develop record-keeping procedures designed to improve efficiency and quality across our organization

- Partner with the video team leader to track equipment inventory, schedule maintenance and repairs, and safeguard all department assets
- Oversee file management and sharing
- Update project management system with tasks and milestones, and update the system on progress regularly.

Required Qualifications:

- BA Degree in communications, public relations, hospitality, English, business, or a relevant field or three years of experience in project coordination or as an administrative assistant
- Must be a strong writer and verbal communicator
- Must be able to manage priorities and meet multiple deadlines
- Track record of extraordinary customer service and organizational skills
- Ability to multi-task and work collaboratively with team members
- Current California Driver License, auto insurance and vehicle for transportation to work sites
- Proficient decision making, problem solving and conflict resolution skills, and demonstrated ability to manage multiple projects simultaneously

- Proficient verbal and written communications skills; demonstrates effective leadership, teamwork, and negotiation skills; strong spoken presentation skills
- Proficient organizational, time-management and analytical skills, with strong attention to detail and schedules
- Understands how to communicate difficult/sensitive information accurately and with diplomacy
- Demonstrated ability to participate in team, client, and vendor meetings and conversation effectively

Desired Qualifications:

- Proficiency in English and Spanish or English and Vietnamese
- Comfort with basic principles of graphic design
- Experience using project management tools
- Proficient in Microsoft 365 software, Google Docs, and the use of social media

How to Apply:

- Send a cover letter and resume in PDF format to creative@volersa.com with the subject line: VSA Communications Coordinator Application