

Communications Associate Job Description

Start Date:	Approx. August 12, 2024
Title:	Communications Associate
Classification:	Nonexempt, full-time, and onsite position (San Jose)
Schedule:	Monday-Friday (approx. 8:30 AM – 5 PM) and some evenings or weekends may apply
Reports to:	Director of Communications
Salary Range:	\$50,000 to \$68,000 annually, depending on experience
Benefits:	Eligible for medical, dental, vision, etc.

Position Summary:

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

- Be an experienced writer and marketer with the demonstrated ability to communicate effectively and persuasively via the written word.
- Create timely and engaging content that is optimized for whatever platform it will be published on.
- Understand business priorities, demonstrate the ability to proactively anticipate client needs and complete marketing and public relations projects independently.
- Act with integrity and discretion in handling confidential information.
- Act with professionalism and confidence when communicating or leading meetings with senior executives and colleagues.
- Project manage marketing/PR campaigns by keeping an eye on maintaining positive client relationships as well as completing deliverables on-time.
- Serve as a floater in the organization, e.g., gain knowledge of the general operations of our organization, and fill-in to complete tasks on different teams as requested.

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

Essential Duties and Responsibilities:

Contribute to client storytelling and marketing projects by expressing your ideas and expertise in a timely, creative, and through manner.

- Serve as a client lead on multiple, ongoing, and emerging projects at any given time.
- Plan these projects from start to finish, from concept development, scheduling, solicitation and integration of stakeholder feedback, and product delivery, i.e., provide final materials/files to the client.

- Pay attention to both procedures and final outcomes for each project-- identify opportunities, foster collaboration, and remove impediments to productivity alongside your colleagues.
- Juggle priorities and solve problems proactively in consultation with your supervisor.
- Schedule project timelines to predict the finish date for larger projects and react early to challenges before deadlines.
- Track and communicate individual and team progress using project management software and other tools weekly.
- Other duties as assigned by your direct supervisor.

Provide excellent support and professional expertise to customers as assigned by the Director. This includes meeting regularly with clients, capturing meeting notes and expectations, maintaining written files, and delivering final products to clients.

- Monitor and analyze any benchmarks or metrics regarding our clients' reputation and suggest recommendations for improvement.
- Maintain professional communication with executives via email, phone, video meetings, and in-person as needed.
- Produce meeting notes, emails, or reports 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 team and client with a synopsis of desired outcomes after meetings.
- Handle content distribution to clients and supervisor.

Support our communications team as needed with an array of graphic design, social media, writing, photography, translation, artificial intelligence, film, and media relations projects as a floater between projects:

- Write compelling video scripts, media advisories, and press releases quickly and with attention to detail.
- Review and edit your colleagues' written work or provide feedback on videos produced for clients in a timely manner.
- Design fliers, presentations, marketing materials, or slideshows as requested.
- Produce social media content.
- Schedule and attend team meetings and creative brainstorming or review sessions.
- Contribute to a positive, collaborative, and high achieving work culture based on teamwork.
- Assist colleagues who are primary client/project leads when instructed by supervisor.

- Translate materials into other languages when requested.

Develop procedures designed to improve efficiency and quality across our organization

- Update project management system with tasks and milestones and communicate progress on projects to supervisor regularly.
- Integrate Artificial Intelligence into company processes when approved by supervisor.

Required Qualifications:

- BA (Bachelor of Arts) degree in Communications, Public Relations, English, Business, or a relevant field or experience in project coordination.
- Must be a strong writer and verbal communicator.
- Must be able to manage priorities and meet multiple deadlines.
- Record of accomplishment in providing customer service.
- 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 such as Asana
- 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: Communications Associate Application