



RESILIENCE
EMPOWERING
SURVIVORS
ENDING SEXUAL
VIOLENCE

180 North Michigan Ave.
Suite 600
Chicago, IL 60601

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ourresilience.org

Position Title: Communications Manager (Full-time, Non-exempt)

Reports to: Director of Advancement

Pay Range: \$58,000 - \$62,000, commensurate with experience

Benefits: HMO, Dental, Vision, and Life Insurance fully covered by the employer. Holiday, Vacation, and Sick time.

Location: Hybrid in-person/work-from-home

ORGANIZATIONAL BACKGROUND

Resilience is an independent, nonprofit organization dedicated to the healing and empowerment of sexual assault survivors through nonjudgmental crisis intervention counseling, individual and group trauma therapy, and medical and legal advocacy in the greater Chicago metropolitan area. Resilience provides public education and institutional advocacy in order to improve the treatment of sexual assault survivors and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience serves over 2,000 survivors of sexual violence and their loved ones annually. Resilience has a main office in downtown Chicago, a community-based office in Austin, and several co-locations within partner organizations across the city.

GENERAL ROLE DESCRIPTION

The Communications Manager will be a creative, innovative, and strategic professional with an understanding of the ever-changing landscape of communications and marketing. The position will be to manage all communications, including social media activities. The position will advance our brand and online presence, growing engagement with our audience, donors, and potential funders, and increasing funding through these platforms. This individual should have a proactive approach to continuous learning, demonstrating a commitment to staying informed of industry trends, innovative techniques, and emerging tools.

COMMUNICATIONS RESPONSIBILITIES

- Develop and implement Resilience's annual marketing and communications plan
- Support strategic goals and objectives through the selection of appropriate marketing and communications tactics
- Collect, analyze, and report on relevant data to measure the impact of marketing plan elements, making actionable and strategic recommendations
- Collaborate with the Director of Advancement on online and offline communication vehicles, including donor-focused emails, e-newsletters, appeal letters, and event invitations
- Create and manage event pages on Salsa or a similar platform
- Assist in creating and coordinating appeals, campaigns, and mailings, conducting interviews for testimonials
- Serve as needed on Sexual Assault Awareness Month (SAAM) and Evening of Impact committees
- Create and maintain Resilience's brand through various channels, including social media
- Manage media outreach, fostering collaborative relationships for increased coverage
- Assist in planning, logistics, and implementation of all fundraising events
- Coordinate photography for events and programs, ensuring appropriate releases are obtained
- Supervise and evaluate interns as needed

- Work with the Associate Board to advertise and promote their events in emails and the newsletter. Create graphics for these promotional materials. Assist in creating event pages for these events on Salsa or a similar platform.

SOCIAL MEDIA RESPONSIBILITIES

- Establish and maintain a comprehensive social media calendar aligned with Resilience’s communications strategy to ensure a consistent and organized approach to posting, and to foster higher engagement and resonance with our audience across various platforms
- Maintain social media pages with new content and post on both a scheduled and responsive basis, including responding to questions and comments
- Analyze the organization’s social media and communication strategies to identify strategic weaknesses and make informed recommendations for improvement
- Research social media trends and inform the Director of Advancement of changes that are relevant to Resilience’s communications and marketing activities
- Create unique content for social media related to key programs such as SAAM, Giving Tuesday, and any annual appeal
- Ensure timely messaging regarding monthly key themes (i.e. Black History Month, Teen Dating Violence Awareness Month, Valentine’s Day, etc.)
- Set key performance indicators (KPIs) for campaigns (such as number of shares and likes) to measure campaign’s performance against the KPIs
- Promote Associate Board events
- Provide monthly reports as directed by the Director of Advancement
- Meet regularly with the Director of Advancement to coordinate posting and communicate progress and updates
- Collaborate with staff across the organization to ensure all program and event information is posted in a timely fashion

Perform other duties as assigned to further the reputation and financial stability of Resilience

POSITION REQUIREMENTS

- Bachelor’s degree.
- Minimum of five to seven years of experience in marketing, communications, and/or public relations, preferably in a nonprofit setting
- Understanding of the intrinsic link between communications, social media, and fundraising, focusing on improving metrics through strategic thinking
- Strong oral and written communication skills, particularly in fundraising, donor-focused communications, and marketing nonprofit programs
- Experience in speechwriting is a plus
- Experience in creating and implementing annual marketing and communications plans for mission-driven organizations
- Proficient in Adobe Creative Suite, Canva, or equivalent design software
- Minimum of three years of experience in Customer Relations Management (CRM) administration required; experience with Salsa and/or EveryAction a plus
- Proactive problem solver with multitasking, attention to detail, and time management skills
- Photography and videography skills are a plus
- Established relationships within Chicago’s media community are advantageous

ORGANIZATIONAL REQUIREMENTS

- Exceptional executive functioning skills and emotional intelligence
- Adaptability, conscientiousness, and reliability
- Ability to give and receive honest, constructive feedback.
- Ability to take initiative and work independently, as well as in a team environment with cross-department coordination
- Passion for Resilience's mission is required; understanding of and/or experience working with sexual assault, women's issues, and human rights issues is preferred
- Flexibility to work occasional evening and weekend hours
- Completion of at least 40 hours of sexual assault training within 90 days of hire

HYBRID WORK ENVIRONMENT

To help promote work-life balance, Resilience provides a hybrid workplace that allows employees to work remotely or from the office, based on the needs of the organization and their personal preferences.

BACKGROUND CHECK REQUIREMENTS

Because of the nature of our funding, all staff, interns, and volunteers are required to clear a criminal background check, free of convictions related to 1) any sex offense, and 2) any offense in which the victim is, by statute, a youth, including but not limited to, child abuse and child endangerment.

Additional background checks vary by position and are required for work with Chicago Public Schools, Cook County Health and Hospitals System, and for work with survivors who are incarcerated. Those who do not pass these requirements are not eligible for employment.

ENVIRONMENTAL/ PHYSICAL

- If you are offered employment with Resilience, please take one of the following steps to meet the necessary requirements.
 - Prior to or on your first date of employment, you will be required to provide proof of your COVID-19 vaccination to the Human Resources Department.
 - You will receive directions on how and when to provide proof of your COVID-19 vaccination. Acceptable proof of vaccination includes:
 - CDC COVID-19 vaccination record card
 - Documentation of vaccination from a health care provider or electronic record
 - A copy of medical records documenting the vaccination
 - A copy of immunization records from a public health
 - Possible exposure to vicarious trauma
- Potential for exposure to environmental and/or psychological hazards on or offsite at select partner locations.
- Physical requirements may include (extended or periodic) walking, bending, reaching, sitting, and lifting.

Persons of color and LGBTQ+ persons are encouraged to apply. Resilience is an equal opportunity employer and does not discriminate based on race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies.

To Apply: Please send your cover letter and resume to:

Jessica Hamer, Director of Human Resources

jobs@ourresilience.org

Include the title of the position and your last name in the subject line.

Please note that applications without cover letters will not be considered.

No phone calls, please.