



## **Communications and Administration Manager**

Do you love downtown South Bend? Are you excited about the transformation you have seen taking place over the past decade in South Bend's downtown? Do you want to be part of the lean energetic team that is behind the scenes enabling the magic? Then read on, as this unique position may be just what you have been looking for.

The Communications and Administration Manager role keeps the nuts and bolts of Downtown South Bend, Inc. together. While most of the work happens in the details of day to day operations, this person needs to keep their eyes upon the ever changing landscape. The Communications and Administration Manager will oversee these key components: communications, office operations, special events support, the tools & resources that support our team and mission. This position will give insight into what is working well and what needs focus within our systems and processes.

Preferred qualifications include a bachelor's degree in Marketing, Communications, Business Administration, Design, or related field. The most qualified candidates are committed to the advancement of downtown South Bend, pay acute attention to detail, possess outstanding written and oral communication skills, and excel in customer service. Skills in graphic design and video editing are a bonus as is experience in grant writing.

### **Job Responsibilities**

#### **External Communications (50%)**

- Manage all aspects of communication for both DTSB the organization and DTSB the destination, creatively using both broad and targeted marketing strategies including social media, e-newsletters, press releases, website, annual report, and print collateral
- Create marketing content using design and video capabilities
- Oversee co-operative, branding, and umbrella marketing initiatives between DTSB and downtown businesses
- Work with Director of Events & Marketing for event-specific marketing initiatives, serving as collaborator and ideator

### **Administrative Support (50%)**

- Coordinate office operations, board meeting operations, and provide administrative support to the Executive Director and department heads
- Manage staff team tools and resources (currently Office 365, Canva, Adobe Creative Suite, and other databases) and any other tools used by the entire staff team
- Identify and implement new systems and processes as needed to improve efficiency and team performance
- Create and maintain operational guides for DTSB staff to build institutional memory
- Provide event support including assisting with preparation and day-of implementation, especially the first Friday evening of every month
- Identify grant opportunities and submit applications to fund DTSB events and programming
- Manage and cultivate internship program with local colleges and universities and oversee intern work and progress

### **Personal Characteristics**

- Resourcefulness: we're a small organization with a lot of work to do, and often that means coming up with solutions from scratch.
- Dependability: your teammates can count on you to follow through and help wherever you can.
- Adaptability: success with our team means being responsive to changing situations and new opportunities.
- Technological aptitude: you don't need to be an IT whiz, but we need someone who can help use existing tools and implement new software-based solutions to improve our performance.
- Positivity and sense of humor: in our line of work we get thrown a lot of curve balls - being able to have fun, assume the best in others, and see the positive are key in responding to the unexpected.

### **Schedule:**

40+ hours per week, 8:00 AM – 5:00 PM Monday-Friday some nights & weekends required, especially the first Friday evening of every month.

### **Salary:**

\$42,000 - \$45,000. Benefits: DTSB offers a comprehensive benefit package including Paid Time Off, retirement benefits, as well as health, life, disability, and dental insurance.

Downtown South Bend, Inc.  
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[www.downtownsouthbend.com](http://www.downtownsouthbend.com)

Interested persons should apply before April 8, 2022 by providing resume and cover letter via email to: Willow Wetherall, Executive Director – [jobs@downtownsouthbend.com](mailto:jobs@downtownsouthbend.com). Please include the position title in subject line, as we are currently hiring for several positions at this time.

Incorporated in January 2002, Downtown South Bend, Inc. (DTSB) is a not-for-profit 501C (6) organization dedicated to the continued growth and prosperity of Downtown South Bend.

DTSB is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of the employee or applicant's sex, race, color, marital status, national origin, religious affiliation, disability, sexual orientation, gender identity or expression or age except by minimum age and retirement provisions, unless based upon a bona fide occupational qualification. Valid Indiana driver's license, criminal background check and drug screening required.

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