



POSITION DESCRIPTION: Outreach and Communications Coordinator

Overview: Open Communities' mission is to educate, advocate and organize to promote just and inclusive communities in north suburban Chicago. We seek to eradicate housing discrimination, in all of its forms and against all persons, because of race, color, national origin, religion, gender, gender identity, sex, sexual orientation, disability, familial status, or source of income. Housing is a human right; fair housing is the law. To further our goal of equal housing opportunities for all, Open Communities engages in activities that encourage fair housing practices including landlord-tenant and foreclosure counseling services, community education, and advocacy to make our communities more welcoming for everyone.

Job Description: This position is for someone who understands that relationships are at the center of everything we do. Someone who is deeply committed to advancing housing justice on the North Shore and Northwest suburbs of Chicago. Someone who lives and breathes this mission and can work side by side with the Director of Fair Housing. Housing background is not required. A commitment to learning about it is.

Status: Reports to the Director of Fair Housing

Responsibilities:

Responsible for organizing an outreach campaign to spread the word regarding Open Communities programs. The Outreach and Communication s Coordinator ("OCC") will build and maintain relationships with partner organizations. The OCC will serve as the agency's first representative for all outreach efforts. Specifically, the OCC will:

- Conduct initial outreach to potential partner organizations throughout the Chicago area;
- Improve and continually foster positive relationships with partner organizations;
- Organize and schedule trainings and workshops for community members, partner organizations and housing providers;
- Keep track of all relevant resource fairs, community events and all possible outreach opportunities;
- Represent Open Communities at outreach events, including trainings and workshops;
- Ensure proper documentation of outreach efforts;
- Assist with creation, preparation, inventory and distribution of physical outreach materials;
- Coordinate with public relations team, design efforts, and development department to ensure effective communications and unified message;
- Represents the interests of the agency, the program, and the program participants in all activities;
- Assist with any and all outreach efforts as directed by the Director of Fair Housing.

Qualifications (in priority order):

A minimum of three years' experience in customer service or intake, both preferred. Social work experience would be helpful. Experience and demonstrated proficiency/success in leveraging and working with community resources. Experience in service management, including organizing, problem solving, and advocating. Ability to communicate effectively and maintain good relations with clients and employees. Proficient in Microsoft Office, especially spreadsheets, database and reporting tools. Excellent communication, writing, problem solving, and organization skills.

Qualifications include:

- This position requires a high-school diploma (or equivalent) and at least five years of experience in communications, marketing, sales, community organizing, public relations or general housing issues; or a bachelor's degree and at least three years of related experience;
- Excellent verbal and written communications skills;
- Project management experience, and a high level of organization and detail orientation;
- Written and spoken Spanish language fluency strongly preferred;
- Ability to work non-traditional work hours when needed to coordinate testing and conduct outreach;
- Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Working Conditions:

Generally, this position operates in a professional office environment; however, due to Covid-19 this position will be fully remote until at least January 1, 2021. At that point, we may utilize coworking space in downtown Evanston depending on the circumstances of the pandemic. This position may also be required to work from multiple locations throughout Cook and Lake Counties. Typical hours are Monday through Friday, 9:00 AM – 5:00 PM; however, evening hours, including weekends and holidays, may also be required.

Why Work For Us?

We are a fun and flexible work environment that values a collaborative approach. Excellent benefits including multiple health insurance options (HMO and PPO's), 20 PTO days, 9 paid holiday, 2 floating holidays, work from home options, friendly and fun team atmosphere. We value critical thinkers, problem solvers and the ability to laugh with each other.

At Open Communities, we don't just accept difference — we celebrate it, we support it, and we thrive on it. Our goal is to be a diverse workforce that is representative at all job levels. We believe that diversity and inclusion among our teammates is critical to our success and we seek to recruit, develop and retain the most talented people from a diverse candidate pool. Open Communities will not tolerate discrimination or harassment based on any of these characteristics. Open Communities is proud to be an equal opportunity workplace.

Salary range \$50,000 per year plus benefits

To apply send your resume and a cover letter to Sarah@open-communities.org.