

Job Title: Internal Communications Specialist
Department: Marketing and Communications
Reports To: Director of Marketing and Communications
Classification: Regular, Exempt, Full-time
Location: On site in Concord, CA

Who We Are

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About this Opportunity

Do you believe in the power of communication to engage, align, and inspire others? Do you want to drive the mission forward through clear, memorable, and consistent messaging and storytelling? Do you want to make a difference and help bring the Food Bank's values to life by helping to create a positive, mission-first work environment? If so, we want to hear from you!

The Internal Communications Specialist serves the mission by managing the planning and delivery of internal communications initiatives. Your goal is to provide a sense of alignment and connection with key strategic initiatives. To this end, you do this by creating inclusive spaces for engaging, two-way communications, connecting leadership with internal teams and staff, and supporting diversity, equity, and inclusion initiatives and communications. You will work in coordination with the HR Director and other team members on the Marketing and Communications team to ensure our internal and external messaging are aligned and consistent.

You thrive in environments where you get to collaborate with various roles and various levels within the organization. You understand that effective communication starts with being an exceptional listener – able to be the ears, eyes, and voice of an organization. As an ambassador and a role model, you demonstrate exceptional tact, calm, thoughtfulness, and confidentiality at all times.

This role works closely with our employee engagement groups, Human Resources, the entire Marketing and Communications team, management and leadership teams. The ideal candidate is a passionate storyteller with strong interpersonal abilities, and a desire to create a positive, inclusive, engaged culture.

Essential Duties and Responsibilities

- Develop and execute an effective internal and executive communications plan that helps drive brand affinity, diversity, equity, and inclusion, and a mission-driven culture – in partnership with several groups (including HR, Marketing and Comms, Equity Allies Committee, and the Employee Engagement Committee).
- Work closely with our Executive Leadership team, and President and CEO and the Director of Marketing and Communications for all executive communications.
- Manage the Food Bank's internal communications initiatives, projects, and channels – including but not limited to: organizational-wide announcements, DEI communications, large-scale project communications, and executive communications.

- Support Diversity, Equity, and Inclusion communications and project execution as the internal steward.
 - Monitor and measure progress on DEI actionable plan – in partnership with all teams across the organization. Create and execute communications to regularly update and connect the staff, Equity Allies and Employee Engagement Committees, and the executive leadership team on DEI initiatives. Provide transparency and two-way communications into the Food Bank’s DEI actionable plan.
- Maintain awareness of local and national trends and significance of current events and trends – particularly in food banking and food insecurity, diversity, equity, and inclusion, and philanthropy – and use emerging and relevant information to educate and engage the workforce.
- Write copy, execute, and create agendas for: staff correspondence and org-wide emails, Town Hall meetings, videos, printed materials, and more.
- Gather, research, and develop testimonials from internal staff and employees to identify storytelling opportunities, and share externally as appropriate, in partnership with the Marketing team.
- Create standards and processes that help promote communications consistency and inclusion across the organization, including, but not limited to: email and alias best practices, meeting agendas and expectations, listening and feedback sessions, and more.
- Partner with our Brand Marketing Specialist to ensure brand consistency across internal communications.
- Support crisis communications response as needed.
- Other duties as assigned.

Qualifications

- A sincere passion for service and dedication to our mission, *leading the fight to end hunger*.
- Bachelor’s degree and a minimum of five (5) years of experience in internal communications, employee experience or employee communications, public relations and/or messaging. An equivalent combination of education and experience will be considered.
- Strong writing, editing, and proofreading skills.
- Strong listening skills: adept at capturing employee stories and executive voices.
- Demonstrates tact, confidentiality, thoughtfulness, and calm.
- General understanding of marketing and communications channels.
- Demonstrated proficiency with Microsoft Office Suite required.
- Ability to identify and resolve problems in a timely manner and develop alternative solutions.
- Valid California driver’s license, current insurance and ability to be insured by Food Bank insurance. Ability to drive personal car for work related purposes (mileage will be reimbursed at the standard Federal rate).

COVID Requirements

As a condition of employment, FBCCS requires all employees to be fully vaccinated against COVID-19, unless approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents you from being vaccinated. If you are vaccinated, you are required to have received at least one COVID-19 vaccine prior to your first day of employment and to provide proof of full vaccination status within 30 days.

Additional Information

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

Compensation and Benefits

This is a full-time, non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$72,250 annually.

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To Apply

Please send your resume and any supporting documents to hr@foodbankccs.org with the subject line: **"Internal Communications Specialist."** Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Avenue
Concord, CA 94520**

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: <http://www.foodbankccs.org/careers>