

Operations & Communications Coordinator

Position Summary

Support and organize the day-to-day operations of Public Media Company (PMC), a nonprofit consulting firm serving public and independent media. The Operations & Communications Coordinator helps ensure that the organization operates effectively and supports PMC's ongoing communication with key stakeholders, including staff, clients, and board members. The role is essential to the success of Public Media Company and our work supporting public media organizations across the country.

Who We Are

Public Media Company is a nonprofit strategic consulting and virtual accounting firm that drives innovative and sustainable local public media growth in communities across the U.S. Over the past 22 years, Public Media Company has worked with more than 375 public and independent media organizations in all 50 states and Puerto Rico, facilitating more than \$400 million in public media expansion initiatives, impacting 80 million people, or 1-in-4 Americans.

Public Media Company is committed to diversity in all areas of its work and encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, citizenship, disability, and veteran status.

Key Responsibilities

- **Internal Operations** – working across Public Media Company, manage and support all aspects of the organization's internal operations:
 - Organizing Public Media Company's administrative and support needs in coordination with PMC leaders

- Overseeing PMC's technology support systems, including Office 365, Salesforce, WordPress, Mailchimp, and other software that PMC relies on to operate and meet client needs
- Ensuring client information is up to date and accurate in Salesforce
- Updating, implementing, and monitoring Public Media Company policies and procedures
- **Logistical Support** – take the lead role in coordinating conference, travel, and other logistical arrangements for PMC, including organizing, developing and compiling materials for staff and board meetings
- **Stakeholder Relations** – help keep Public Media Company stakeholders (board, donors, partners, etc.) engaged and supportive through acknowledgement and year-end letters, assisting with grant proposals, managing donor information, and being the first point of contact for PMC
- **Communications** – support and monitor all aspects of PMC's internal and external communications across a variety of platforms, including email, newsletters, website, social media, and webinars. Platforms currently used by PMC include Outlook, Mailchimp, WordPress, LinkedIn, Twitter, Zoom, Google Analytics, and other similar software

Qualities

- Commitment to the mission of PMC and public media
- Ability to build strong and collaborative relationships with a variety of stakeholders, including staff, clients and board members
- Ability to foster relationships with employees that work remotely (Public Media Company is a distributed workforce with staff in multiple locations)
- Strong comfort with the full Microsoft Office suite (Word, Excel, PowerPoint, Outlook, SharePoint, Teams)
- Experience with customer relationship management software, ideally Salesforce
- Strong proficiency with a variety of communications software, ideally including Mailchimp, WordPress, LinkedIn, Twitter, Zoom, and Google Analytics
- Strong organizational, interpersonal, and problem-solving skills

- Solid attention to detail
- Self-starter with proven ability to multi-task and meet deadlines
- Demonstrated skill in coordinating people, projects, and logistics
- Desire to take ownership and drive Public Media Company's operations and communications work forward
- Excellent verbal and written communication skills
- Experience working at a nonprofit organization
- Commitment to helping ensure that PMC is a diverse and inclusive workplace

Qualifications

- Bachelor's degree preferred, or equivalent combination of education, training, and experience
- Minimum of 3 years of administrative and communications experience, including experience coordinating office operations, providing organization-wide logistical support, and building engaging and productive relationships with staff, clients, and board members across a variety of communications platforms

Location

The Operations & Communications Coordinator is a remote position but candidates based within driving distance of Boulder, CO or Laramie, WY are preferred to enable easier in-person interaction with Public Media Company staff based in the area.

Reports to Managing Director

Compensation

Salary range is \$60,000 to \$65,000 depending on experience and location. Public Media Company also provides generous benefits, including medical, dental and vision reimbursement, disability and life insurance, 403b contributions, vacation and sick time.

To Apply please submit a letter of interest and resume to jobs@publicmedia.co