



<b>Job Title:</b>	<b>Volunteer Communications Associate</b>
<b>Reports to:</b>	Director, Volunteer Operations & Corporate Engagement and Director, Communications (shared)
<b>Position Location:</b>	Minneapolis, MN
<b>Approximate start date</b>	September 2019

<b>Job Description</b>
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**Overview of Partners in Food Solutions**

Partners in Food Solutions (PFS) is a growing consortium of world-class companies – General Mills, Cargill, DSM, Bühler, The Hershey Company, and Ardent Mills — that mobilizes and remotely transfers employee expertise to small and growing food companies in eleven African countries.

Our goals are to improve food security, nutrition and economic development by helping Africa-based food companies produce more local, nutritious and safe food at affordable prices, and increase market demand for crops from smallholder farmers. By working with processors and mills in the middle of the value chain to grow and be more competitive, we can help improve the whole value chain — from farmer to consumer.

PFS collaborates closely with TechnoServe, the U.S. Agency for International Development (USAID) and impact investors, and has been widely recognized by global leaders as an innovative, private-sector approach for improving food security, nutrition and economic development across Africa.

In just ten years, PFS has gone from providing customized assistance to 12 companies in East Africa to 300 companies across the African continent. We currently work in Ethiopia, Kenya, Tanzania, Malawi, Zambia, Ghana, Côte d’Ivoire, Nigeria, Uganda, Senegal and Rwanda.

**Summary of Job**

The Volunteer Communications Associate provides support to PFS’ volunteer operations and communications teams in engaging a pool of 1000+ volunteer expert consultants from across our six multinational partner companies that work to support our clients in sub-Saharan Africa.

This is a key role in interacting with corporate employees from across the world – helping to recruit volunteers, respond to inquiries, place experts in the right project roles aligned with their skills and capabilities, and deliver a high-quality experience throughout the time that they are engaged with PFS. The Volunteer Communications Associate will also be expected to develop dynamic stories/content and manage key communications (website, volunteer portal, social media, newsletter, etc.) in a timely, deadline-driven manner. The Volunteer Communications Associate will also work closely with the Director of Communications to develop and execute communications materials for other key PFS stakeholders.

All tasks and projects require the exercise of independent judgment, a keen sense of responsibility, strong written and verbal communication skills, and commitment to the success of the organization in consistently delivering results and completing projects with a positive and cooperative attitude.

Occasional domestic and international travel to Africa and/or Europe may be required

## **Roles & Responsibilities**

- Volunteer Operations
  - Recruitment of volunteers and placing them in open positions
  - Use marketing capabilities to support volunteer experience and engagement activities— helping to deliver a high-quality end-to-end volunteer experience through improvements of processes, communications, and personal touchpoints along the volunteer journey e.g. volunteer onboarding, marketing automation, communications to volunteers and interactions of various timing and types.
  - Respond to volunteer inquiries and assist with outreach and new volunteer registration
  - Support/back-up Senior Volunteer Associate including processing new volunteer registrations, deactivations and other tasks as needed.
  - Be a key user of PFS' Salesforce system for volunteer outreach and placement, updating profiles, and other related activities
- Communications
  - Populate and manage social media, volunteer newsletter, blog and other digital communications opportunities
  - Produce high-quality impact communications: create materials that communicate impact to diverse audiences
  - Assist in development and implementation of new online volunteer portal
  - Learn communications related software applications which may include Adobe Suite, Canva, Pardot, etc.
  - Develop and/or strengthen communications skills that may include design, photography, video production, writing, etc.
- Event planning, participation and support
- Perform other duties as assigned

## **Qualifications and Education Requirements**

- 4-year college/university degree
- 2-5 years work experience in a professional office environment
- Demonstrated excellent written and verbal communication skills
- Strong collaboration skills
- Ability to work both independently and as a member of a team
- Deadline-driven
- Willingness to adjust hours to accommodate the needs of the job
- Ability to organize and effectively manage a wide array of tasks, projects and responsibilities
- Ability to work productively in a fluid environment with frequent interruptions or changes in priorities
- Proficient in Microsoft Suite Products (Word, PowerPoint) and Google Apps (Gmail, Calendar, Drive)
- Can-do, positive attitude
- Tech-savvy

## **Preferred Skills**

- Degree in marketing, communications, business administration or related.
- Experience working in a corporate environment
- International experience

- A passion for international development or corporate philanthropy/social responsibility
- A passion for social impact and volunteers
- Experience with salesforce.com and/or other CRM or database programs
- Experience with email marketing tools like Pardot or similar
- Interest in social media, digital, photo and/or video skill-building
- Strong customer orientation

### **How to Apply**

Please send the following documents to [hr@partnersinfoodsolutions.com](mailto:hr@partnersinfoodsolutions.com)

- a. Email of interest
- b. Résumé or CV
- c. List of 4 references with the following data: Name, title, email and phone number for each reference you selected and our relationship to this person
- d. Selected candidates may be asked to complete a writing sample exercise

**APPLICATION DEADLINE: August 2, 2019**