



Opportunity: Engagement Specialist

Effective: January 1, 2022 | Candidate credentials accepted through February 4, 2022 at admin@ruddresources.net

Who we are

Rudd Resources LLC is a communications and public affairs firm that specializes in communications strategies and programs for philanthropies, nonprofit organizations and equity-engaged businesses. Our agency's work advances people, communities and ideas.

Title: Engagement Specialist

Category: Client services

Level: Manager

Employment type: Full-time (37.5 to 40 hours per week, typically Mondays through Fridays)

Annual salary: \$55,000

Benefits: Employer-supported medical & dental insurance, short- and long-term disability insurance, AD&D insurance, remote work options, paid time off and participation in an employer-supported retirement savings plan

Reports to: Account Supervisor

Location: Hybrid (office and remote work)

Overview

The Engagement Specialist provides broad community affairs, public affairs and communications support to Rudd Resources and its clients to fulfill scopes of services and to produce deliverables based on the agency's contractual obligations. The role is an opportunity for a professional who seeks to have meaningful influence on communities using wide ranging communication strategies, and who thrives when given direction, responsibility and support. This professional enjoys creating and sustaining relationships.

The Engagement Specialist must demonstrate excellent interpersonal and customer service skills with colleagues, clients and stakeholders. Their work will place them in community with people – physically and figuratively – to build relationships and contribute to our agency's assignment to advance a cause, project, product, initiative or event.

Therefore, the Engagement Specialist must be able to manage in all directions, using collaboration, tact and discernment in the timely completion of tasks. A successful Engagement Specialist will excel at listening and will use feedback to adapt their approaches and understand their role on projects. Routine tasks will include: cold calling individuals on the phone; speaking with individuals to provide and gather information; asking questions to clarify discussion topics; and, attending, coordinating and/or leading virtual and in-person meetings.

This role requires regular availability during the business hours of 9am - 5pm Central Time, Mondays through Fridays and, occasionally, availability outside of the aforementioned business hours with notice given in advance. The Engagement Specialist will be provided the tools and equipment necessary to successfully execute their role.

Responsibilities

- Support and help manage the agency's relationships with and overall service to its clients; this includes but is not limited to managing projects, attending meetings, taking notes, sending memos, status reports and closing reports, proofreading content, ordering materials and supporting events
- Interact with agency leadership and clients to manage agreed scope of work
- Conduct research and initiate phone calls as needed
- Direct team members, consultants and vendors, as necessary
- Provide account and administrative support to agency leadership as directed
- Produce high-quality materials and experiences (as relevant) in service to clients and the agency, including but not limited to producing agendas, invitations, fact sheets and PowerPoints and the facilitation of meetings and events, as relevant to the community engagement specialty area
- Produce internal and external reports, agency case studies, and general related correspondence
- Use cloud-based programs and apps to track the progress of agency projects, safeguard the creative products of the agency and its clients, and ensure the timely delivery of work products
- Contribute to the maintenance of client databases, inclusive of names, contact information and project summaries of all clients and contacts useful to the agency
- Provide other editorial and administrative responsibilities as assigned
- Personify the Rudd Resources manifesto

Expectations

- Communicate clearly and frequently with teams about the status of tasks
- Consistently demonstrate self-motivation, self-direction and organizational skills
- Represent the agency with professionalism, authority and vision to clients
- Consistently demonstrate excellent comprehension and writing skills
- Manage all tasks assigned with ethics and accuracy
- Maintain confidentiality with respect to clients' strategies, projects or products
- Be able to attend virtual and in-person meetings and events (including travel, as necessary)
- Ensure good fiscal management of the agency's resources and budgets
- Adhere to all organizational policies, workplace rules and courtesies to create and sustain a healthy work environment for everyone
- Use of critical thinking skills, and verbal and written communications skills, and familiarity with AP writing style
- Use of Microsoft Office and cloud-based programs, including Google Drive and Office 365
- Use of social media platforms (Reddit, Facebook, Twitter, Instagram and LinkedIn)
- Use of typing skills using the QWERTY keyboard (at a speed of at least 25 words per minute)

Interested candidates should send a professional introduction (e.g., a cover note via an email message) and resume by February 4, 2022 to admin@ruddresources.net