



E P I C E N T E R

Communications Manager

The EPICENTER

The mission of The EPICENTER is to empower people, strengthen families and build community.

Purpose of the Position:

The Communications Manager is responsible for the day-to-day execution of The EPICENTER's communications and marketing strategy, helping to advance the organization's mission, strengthen engagement with Neighbors and community partners, and support organizational growth.

Working under the direction of the Director of Communications, this role manages and executes a majority of the organization's ongoing communications activities, with a primary focus on social media, digital campaigns, basic graphic design, content development, vendor coordination, and administrative support within the organization's database and communications systems.

The Communications Manager serves as a key contributor to The EPICENTER's public voice and digital presence by developing and scheduling social media content, coordinating digital campaigns, creating basic promotional graphics and marketing materials, supporting website and digital display updates, and assisting with communications for programs, events, fundraising initiatives, and organizational priorities. The Manager ensures that day-to-day communications are timely, accurate, engaging, and consistent with The EPICENTER's established brand, messaging, and communications standards.

The role also manages routine relationships and coordination with communications vendors, printers, designers, photographers, media partners, and other external service providers. This includes gathering quotes, coordinating production and delivery,

managing project timelines, submitting orders, and ensuring deliverables meet established specifications and deadlines.

In addition, the Communications Manager provides administrative support within The EPICENTER's database and related communications systems, including maintaining contact information, managing communications lists and segments, supporting email communications, assisting with data entry and reporting, and ensuring information is organized and accurate for effective outreach and engagement.

The Communications Manager collaborates closely with program, development, operations, and leadership teams to translate organizational priorities into effective day-to-day communications. The Manager is expected to take ownership of assigned communications projects from planning through execution while seeking direction and approval from the Director of Communications on matters involving organizational voice, brand standards, major campaigns, public statements, and other high-level communications.

The Communications Manager reports directly to the Director of Communications and works within the organization's overall leadership structure to support The EPICENTER's mission, values, and strategic priorities.

Employment Status and Introductory Period

Employment with The EPICENTER is at-will. This means that either the employee or The EPICENTER may terminate the employment relationship at any time, with or without notice, and with or without cause, subject to applicable federal, state, and local laws.

The first ninety (90) days of employment shall be considered an introductory period. During this time, the employee's performance, attendance, conduct, and overall suitability for the position will be evaluated. Likewise, the employee may use this period to determine whether the position and organization are a good fit for their professional goals.

Successful completion of the introductory period does not create a contract of employment, alter the employee's at-will status, guarantee continued employment, or limit The EPICENTER's right to terminate employment at any time. The EPICENTER reserves the right to extend the introductory period when deemed appropriate based on business needs or performance considerations.

Personal Abilities and Competencies

Committed to Excellence

We do all things with excellence. This role takes pride in producing communications that are accurate, timely, professional, creative, and consistent with The EPICENTER's brand and voice.

Strong Execution

Able to take direction and turn communications plans into consistent, high-quality execution. Comfortable managing multiple projects, meeting deadlines, and following through on details from initial request through completion.

Creative & Detail-Oriented

Has a strong visual eye and attention to detail. Able to create basic graphics and marketing materials for social media, digital campaigns, events, programs, and print while following established brand standards.

Social Media Savvy

Understands how to create engaging content for social media and digital platforms. Comfortable developing, scheduling, monitoring, and adapting content across multiple channels while maintaining consistency in voice, messaging, and visual identity.

Organized & Systems-Oriented

Able to manage multiple communication streams, calendars, projects, deadlines, and recurring tasks without losing track of details. Comfortable working within databases, email platforms, content management systems, and other communications tools.

Resourceful & Solutions-Oriented

Able to identify what needs to be done, find practical solutions, and move projects forward with appropriate direction from the Director of Communications. Willing to learn new tools and processes and take ownership of assigned responsibilities.

Collaborative & Relational

Works effectively with staff across departments, understanding that strong communications require collaboration and information from throughout the organization. Builds positive working relationships with colleagues, vendors, community partners, and other external contacts.

Vendor & Project Management

Able to communicate professionally with printers, designers, photographers, media partners, and other vendors. Comfortable requesting quotes, coordinating timelines, submitting orders, tracking deliverables, and ensuring projects are completed accurately and on time.

Heart for the Community

Demonstrates genuine care for people and a commitment to The EPICENTER's mission to Empower People, Strengthen Families, and Build Community. Understands the importance of representing Neighbors with dignity and using communications to build connection, trust, and community.

Recommended Job Qualifications

Education & Experience

Bachelor's degree in Communications, Marketing, Public Relations,, or related field (preferred).

0–5 years of experience in communications, marketing, or media roles.

Demonstrated experience in personally executing creative projects.

Experience with graphic design tools (Adobe Creative Suite, Canva, or similar), social media management platforms, website content management systems (WordPress, Wix, or similar), Microsoft 365 (Word, Teams, OneDrive).

Spanish-language communication skills preferred, not required.

Primary Responsibilities

Social Media Management (High)

Manage The EPICENTER's day-to-day social media presence across Facebook, Instagram, and LinkedIn.

Develop and maintain social media calendars that provide a consistent cadence of content across platforms.

Develop and execute recurring social media campaigns (Paid and organic) that support programs, events, fundraising initiatives, community engagement, and organizational priorities.

Create social media graphics, captions, and supporting content using established templates and brand guidelines.

Prepare social media content and campaigns for review and approval by the Director of Communications prior to publication.

Monitor social media activity and engagement and provide feedback and recommendations to the Director of Communications to help improve reach, engagement, and effectiveness.

Tabitha's House Marketing & Promotions (High)

Lead the day-to-day creation and production of Tabitha's House sales flyers, promotional materials, and related marketing communications.

Develop promotional materials primarily in Canva using templates and design standards established by the Director of Communications.

Ensure promotional materials accurately communicate sales, events, store promotions, and other customer-facing information.

Submit completed materials to the Director of Communications for review and approval prior to production or publication.

Coordinate approved print production and distribution with appropriate vendors and Tabitha's House staff.

Campaign & Organizational Support (High)

Support the execution of organization-wide communication campaigns, events, fundraising initiatives, program launches, and other organizational priorities as directed by the Director of Communications.

Translate approved communication plans and creative direction into timely, consistent execution across appropriate channels.

Collaborate with staff across The EPICENTER to gather information, content, photos, schedules, and other materials needed for effective communications.

Identify opportunities for recurring content, improved workflows, and greater efficiency in day-to-day communications execution.

Take ownership of assigned projects and communicate proactively with the Director of Communications regarding progress, challenges, and needed decisions.

Vendor & Production Management (High)

Manage day-to-day relationships and coordination with communications and marketing vendors.

Coordinate the production of printed materials, signage, banners, promotional materials, and other communications deliverables following approval from the Director of Communications.

Obtain vendor quotes, coordinate production schedules, submit orders, arrange delivery or pickup, and coordinate installation when necessary.

Serve as the primary point of contact for vendors once final creative assets have been provided and approved.

Track projects through completion and ensure vendors meet established specifications, timelines, and quality expectations.

Website Content Management (Medium)

Maintain The EPICENTER and Tabitha's House websites from a content management perspective.

Regularly update website content, including program information, events, announcements, images, promotional content, staff profiles, and other routine updates.

Ensure website information remains accurate, current, and aligned with approved organizational messaging.

Partner with the Director of Communications when new pages, layouts, significant design changes, or other creative direction are needed.

Implement approved website updates and coordinate with external vendors or technical partners when necessary.

In-House Graphic Design (Medium)

Create basic graphic design materials for programs, events, announcements, and other day-to-day organizational needs.

Develop flyers, promotional graphics, signage, social media graphics, and other simple visual materials primarily in Canva using established templates, brand guidelines, and creative direction from the Director of Communications.

Ensure all materials are accurate, visually consistent, and appropriately formatted for their intended use.

Submit completed designs to the Director of Communications for review and approval prior to publication or production.

Digital Displays & Center Communications (Low)

Manage the day-to-day content and execution of digital displays throughout The EPICENTER's locations.

Maintain and refresh digital display content as needed, with a minimum expectation of a monthly refresh.

Manage rolling television slideshows featuring programs, services, events, announcements, community information, and organizational updates.

Maintain celebration and recognition screens that highlight Neighbors, staff, volunteers, milestones, and other moments that reflect The EPICENTER's mission and culture.

Create and update digital display content primarily through Canva using established templates and brand guidelines, with creative direction and oversight from the Director of Communications.

ROCK & Database Support (Low)

Provide day-to-day administrative and communications support within ROCK and related systems.

Assist with refining projects, communication workflows, and data practices to improve the effectiveness and usability of ROCK.

As capacity allows, support efforts to improve alignment and collaboration between The EPICENTER and Mountain Christian Church through ROCK and related communication processes.

Maintain accurate information and follow established procedures for database administration, communication lists, and other assigned data-related responsibilities.

Base Salary

Base Salary: \$45,000-\$55,000 annual salary commensurate with experience, paid bi-weekly.

Employment Classification: This position is a full-time, salaried, exempt position and is subject to The EPICENTER's at-will employment policy as described above.

Full Time | Reports directly to the Director of Communications

Retirement Savings, Life Insurance, Medical, Dental and Vision Benefits eligible.

Select Holidays: The EPICENTER will remain closed and employees are paid regular pay

Sick/Personal Time: Paid sick/personal leave is provided in the amount of 40 hours annually.

PTO: 80 hours annually.

Start Date: October 15, 2026