



GLOBAL PHILANTHROPY PARTNERSHIP

1916 N. Mohawk Street, #7 • Chicago, IL 60614



Urban Sustainability Directors Network & Carbon Neutral Cities Alliance Communications and Member Services Assistant

Position Type: Full time

Position Description: The USDN/CNCA Communications and Member Services Assistant plays a crucial role in supporting information exchange among members by assisting with communications and analyses to support peer-to-peer sharing and collaboration.

This position will include the following responsibilities:

Member Services and Data:

- Analyze member activity and use by collecting data and producing regular reports and dashboards; think strategically about what data to collect and how to use it.
- Prepare member surveys in online service (SurveyMonkey or other) and assist in analyzing several large annual surveys and additional smaller surveys; prepare drafts of survey results and in-depth analysis. Help to design and format survey reports.
- Help USDN/CNCA staff follow up on member interests by tracking member activities and interests in various urban sustainability topics.
- Respond to member requests as needed, like creating new website profiles.
- Provide research expertise for various tasks as needed.
- Over time, begin to lead the planning process for 1-2 topical working groups.
- Other member services tasks as assigned.

Communications Support:

- Draft content weekly for various internal and external e-newsletters and website posts; prepare newsletters (in Constant Contact or similar service); suggest ways to improve them.
- Support USDN's/CNCA's social media presence, including identifying content for and managing process of sending daily tweets, updating Facebook pages, suggesting and implementing improvements, etc.
- Analyze website use and internal communications metrics for public-facing and internal USDN/CNCA websites; lead internal discussion of these data with the team; suggest and implement improvements.

- Implement strategy for website maintenance and tagging with a focus on continuous improvement of strategy and efficiency.
- Manage and implement strategy of responding to member questions on USDN.org.
- Copy edit and format communications documents and presentations with USDN/CNCA branding and graphics.
- Other communications support tasks as assigned.

Requirements:

Education:

- Bachelor's degree required.
- Background in social sciences, information management, communications, and/or member services preferred.
- Demonstrated interest in sustainability, local government, or social network administration desirable.

Previous experience:

- 2-4 years related experience required. May include internships.
- Past experience in detail-oriented position preferred – i.e., managing logistics for large meetings, staffing a commission or group of high-level participants, providing project management for a multi-party research project, or responding to customer questions.
- Blogging and other social media, database management, website management, and/or member services preferred.

Hard and Soft Skills:

- Organized, analytical, and highly motivated.
- Independent (comfortable and efficient working alone) while being a good team player (communicating with other team members through frequent electronic correspondence and infrequent in-person interaction).
- Skilled in computer technology, including Microsoft Word, Excel, PowerPoint, Google Drive, online newsletter managers, online surveys, social media, etc.
- Comfortable in managing and analyzing large data sets.
- Skilled writer: able to write concise summaries of news articles, reports, etc.
- Familiarity with online survey services and website content management, including tagging and HTML preferred.
- Excellent written and verbal communicator (listening and writing).
- Detail-oriented and able to accurately meet deadlines.
- Proactive, able to identify potential issues and brainstorm solutions. Results-oriented and committed to learning and continuous improvement.
- Mission-driven with a passion for fostering social, economic, or environmental change.
- Diplomatic, comfortable interacting frequently with city officials and funders.

Compensation: Competitive for early-career position. Benefits negotiable.

Location: USDN has no central office, so the position is strictly work-from-home with weekly web meetings. Candidates must furnish their own quiet office space for many conference calls, computer, and Microsoft Office suite.

To Apply: Send a cover letter addressing the requirements for the USDN Communications and Member Services Assistant, resume, and three references to Mia Arter, USDN Program Director, at miaarter@usdn.org. Applications will be reviewed on a rolling basis until the position is filled.

About USDN and CNCA:

The **Urban Sustainability Directors Network (USDN)**, a project of the Global Philanthropy Partnership, is a peer-to-peer network of local government professionals from cities across the United States and Canada dedicated to creating a healthier environment, economic prosperity, and increased social equity. USDN's dynamic network enables sustainability directors and staff to share best practices and accelerate the application of good ideas both between North American cities, and between North America and the rest of the world. www.usdn.org.

The **Carbon Neutral Cities Alliance (CNCA)**, a project of USDN, is a collaboration of global cities committed to reducing GHGs by at least 80% by 2050 or sooner—the most ambitious GHG emission reduction targets undertaken by any cities across the globe. CNCA was created in 2015 as a venue for vanguard cities to work together in practical and mutually beneficial ways to address these significant challenges. By sharing resources and ideas and collaborating on strategic planning issues, CNCA cities can accelerate the process of change in their own cities, make significant progress in meeting their aggressive sustainability goals, develop more rigor and consistency with which these plans are developed, inspire other cities to reach for similarly aggressive goals, help their peers move forward efficiently by providing them with tested, "leading edge" know-how, and garner support among key stakeholders critical to their success. www.carbonneutralcities.org.