Communications Manager

Lenox Hill Neighborhood House, widely recognized as one of New York’s premier human services providers, is a 128-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of 16,000 people in need each year, ages 3 to 103, on the East Side of Manhattan. Our clients include older adults, homeless and formerly homeless adults, children and families, recent immigrants, disabled persons, adult learners and more. For more information on Lenox Hill Neighborhood House, please visit lenoxhill.org and check us out on Facebook or Instagram.

Reporting to the Director of Advancement, the Communications Manager will be a critical part of the Communications and Administration teams and will collaborate with others in the Neighborhood House to lead, support and advance the overall organizational communications efforts and strategies.

Responsibilities include, but are not limited to, the following:

- Create engaging content for external communications, promotional and fundraising materials such as email newsletters, print newsletters, appeal mailings, electronic correspondence, invitations, flyers, press releases, brochures, letters, special projects
- Manage and grow social media content and calendar for various platforms (Facebook, Instagram, Twitter, LinkedIn, YouTube)
- Maintain and update organizational website and monitor and grow overall web presence
- Travel to all Neighborhood House sites to photograph, record and document programs and events and produce creative content that is representative and inclusive of the clients and communities we serve
- Initiate and maintain media relations and secure press coverage about Neighborhood House programs, stories and events
- Catalog, maintain and grow internal photo/video collection; oversee off-site archives
- Provide key administrative and logistical support and leadership for special and community events
- Complete all other responsibilities and duties as assigned by the Director of Advancement

Qualifications:

- Bachelor’s degree required, preferably in communications or marketing
- Minimum three plus years of relevant professional experience, preferably in-person experience managing broad day-to-day communications for a nonprofit organization
- Skilled storyteller with excellent written communication skills and strong attention to detail
Motivated self-starter, exceptional interpersonal and organizational skills, high tolerance for multitasking

Experience with a variety of technological systems and skills, including, but not limited to, website maintenance, graphic design, video editing and production, photography, Microsoft Office Suite

Strong social media knowledge and skills

Thrive in an engaged and vibrant community setting

Passionate commitment to social justice and to diversity, equity, inclusion and community engagement

To Apply:
Applicants should send a cover letter, resume, list of references and a minimum of two additional relevant writing samples to comm@lenoxhill.org. Applications will be accepted on a rolling basis until the position is filled. No telephone calls please.

At Lenox Hill Neighborhood House we value respect, diversity and integrity. We are an equal opportunity employer. Lenox Hill Neighborhood House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status or any other characteristic protected by law. Lenox Hill Neighborhood House conforms to the spirit as well as to the letter of all applicable laws and regulations. The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Lenox Hill Neighborhood House and its colleagues.

Lenox Hill Neighborhood House is a client-facing and essential community-serving organization. To keep our clients and our colleagues safe, and to comply with various governmental contractual requirements, all new employees must be fully vaccinated against Covid-19 (except where valid medical exemptions apply) and will be required to submit proof prior to the time of onboarding.