**Job Description: Communications & Programs Coordinator**

**About the Northside North Shore Chamber of Commerce**

The Northside North Shore Chamber of Commerce is a mid-size chamber that supports more than 440 businesses and organizations located in—or connected to—Pittsburgh’s Northside. Founded in 1897, our mission has always been to support the business community through the pillars of Promote, Connect, and Support.

Over the past five years, the chamber has grown significantly, tripling membership, revenue, and staff. This momentum has created new opportunities to expand impact, support members, and strengthen the Northside as a vibrant place to live, work, and visit.

**Position Overview**

We are seeking a Communications & Programs Coordinator to join our growing team. This position plays a crucial role in planning and executing projects that foster economic growth and community development, while also supporting chamber programs and member services.

The ideal candidate will bring strong communication skills, proficiency with digital and technology tools, event management experience, and the ability to manage multiple priorities. A mature, detail-oriented professional with 3–5 years of relevant experience will thrive in this role.

**Key Initiatives You’ll Support**

* **NorthSideWorks!** – A grant-funded workforce development program connecting employers, residents, training providers, and service organizations to resources that promote career readiness and employment opportunities.
* **Northside Cultural Collaborative** – A chamber-led effort highlighting the Northside’s cultural, entertainment, and dining assets, positioning the neighborhood as a must-visit destination for residents and visitors.

**Responsibilities**

**Project Planning & Execution**

* Collaborate with the Executive Director to define project objectives, deliverables, and timelines.
* Develop project plans, monitor progress, and prepare reports for leadership and the board.
* Track budgets and ensure projects remain on scope and on schedule.

**Communications & Marketing**

* Write press releases for businesses, government entities, and community initiatives.
* Manage and expand chamber communications across social media platforms, newsletters, website, and media outreach.
* Track and analyze SEO, social media metrics, and website analytics to expand reach and improve engagement.
* Ensure consistent brand awareness across all platforms and materials.

**Event Management**

* Plan, coordinate, and execute chamber events including networking programs, fundraisers, and community initiatives.
* Manage event logistics (vendors, registration, set-up/tear-down).
* Ability to lift, carry, and transport 20–30 pounds.
* Organize, attend and/or support occasional evening events.

**Technology & Tools**

* Proficiency in Office 365 (Word, Excel, PowerPoint, Outlook).
* Experience with Canva for content creation and Mailchimp for email marketing.
* Strong working knowledge of CRM platforms to manage member communications and track engagement.
* Strong working knowledge of Wordpress.
* Comfort learning and applying new digital tools.

**Grant Writing & Management**

* Research and identify funding opportunities.
* Prepare grant applications and proposals to support chamber programs.
* Manage grant budgets and reporting requirements.

**Stakeholder Engagement**

* Build and maintain relationships with chamber members, local businesses, government representatives, funders, and community partners.
* Act as a professional point of contact for project communications and member inquiries.

**Other Duties**

* Provide administrative support as needed.
* Perform other duties as assigned to support the chamber’s mission.

**Qualifications**

* Bachelor’s degree in Business Administration, Communications, Marketing, or related field.
* 3–5 years of relevant professional experience.
* Proven experience as a Project Manager, preferably in a community or economic development setting.
* Strong writing and communication skills with the ability to clearly and persuasively articulate ideas.
* Experience writing and managing grants.
* Demonstrated event planning and implementation experience.
* Proficiency with Office 365, Excel, Canva, Mailchimp, and CRM platforms.
* Strong knowledge of social media platforms, SEO, and digital metrics.
* Excellent organizational and time-management skills with attention to detail.
* Strong interpersonal skills and ability to build relationships with diverse stakeholders.
* Knowledge of local economic trends and community needs is advantageous.
* Ability to work independently, problem-solve, plan ahead, and make strategic decisions.
* Professional maturity and consistent awareness of brand.

**Compensation & Benefits**

* **Salary:** $35,000-$40,000, dependent on experience.
* **Hours:** Full-time position, averaging 40 hours per week.
* **Location:** In-office with occasional flexibility to work remotely.
* **Benefits:** Partial employer-paid health insurance, accrued PTO, and 10 paid holidays.

**How to Apply**

To apply, please email a **cover letter and resume** to **carrie@northsidechamberofcommerce.com** with **“Communications & Programs Coordinator”** in the subject line.
**Applications will be accepted until September 22.**