



**Position:** Communications Associate  
**Position type:** Full-time (40 hours), Non-Exempt (Hourly)  
**Reports to:** Communications & Impact Officer  
**Department:** Capitalization  
**Location:** Headquartered in San Francisco, CA (remote work possible)  
**Start Date:** Fall 2021

Working Solutions ([www.workingsolutions.org](http://www.workingsolutions.org)) is a certified, nonprofit Community Development Financial Institution (CDFI) and the *First to Believe* in start-up and early-stage businesses by providing diverse entrepreneurs with affordable capital, customized business consulting, and community connections to increase economic opportunity in the San Francisco Bay Area. We make loans of \$5,000 to \$50,000 (and grants, when available through partnerships) and provide up to five years of free, post-loan business consulting. Our priority populations are lower-income individuals, women, and entrepreneurs of color. Working Solutions has made over \$33 million in loans and grants to small businesses and has educated thousands of entrepreneurs, resulting in more than 5,000 local jobs to date. We have a growing team of 18 full-time employees with headquarters in San Francisco and remote staff.

### **Position Overview**

The Communications Associate will be responsible for planning and executing communications and public relations activities that support outreach to entrepreneurs, funders, supporters, Board members and the general public as directed by the Communications & Impact Officer and Chief Development Officer with guidance by the program leads.

### **Key Duties**

- Create content and messaging for e-newsletters and social media. Manage publication and posting processes.
- Develop borrower success stories to help share the impact of Working Solutions' lending and consulting work.
- Help draft and edit letters of inquiry, proposals, and reports to secure new grants, contracts, and lending capital investments and sustain existing supporters. Assist with donor acknowledgement letters.
- Draft press releases, blog posts, and other documents as needed for public relations efforts. Assist with the creation of the annual social impact report.
- Maintain the Working Solutions website and technical interfaces between the website and other communications tools.
- Monitor metrics and provide reporting on the performance of the digital communications channels.
- Coordinate the development and execution of printed and digital materials including brochures, flyers, banners, and other collateral needed. Provide support with outreach efforts and materials for virtual and in-person events.

### **Qualifications**

- Bachelor's degree or 4 years of relevant work experience, plus a minimum of 2 years of direct experience with communications and/or fundraising.
- Excellent written and verbal communications skills (per the prompt below, please include a writing sample with your application materials).
- Experience using professional communications software tools including Microsoft Office, website platforms such as Squarespace, email campaign platforms such as Mailchimp,

design template programs such as Canva, and social media for business use. Experience with graphic design a plus. Familiarity with Salesforce CRM software also a plus.

- Strong interpersonal skills and a high degree of self-awareness with a flexible mindset.
- Self-starter who takes initiative, ability to work independently with limited supervision and also cooperatively with a small but mighty team.
- Interest in or experience working with CDFIs, microfinance, or community development organizations a plus.

**Salary Commensurate with Experience**

**Application Deadline:** Open until filled.

Please email your resume, cover letter, and writing sample (1-2 pages) with the subject line "Communications Associate" to [jobs@workingsolutions.org](mailto:jobs@workingsolutions.org).

*No phone calls please.*

Working Solutions is an Equal Opportunity Employer.