



**Strengthening
nonprofits and
the communities
they serve.**

Sharing a mission of change
SINCE 1988 CELEBRATING 30 YEARS

Illinois

333 South Wabash Ave.
Suite 2800
Chicago, IL 60604
312 629 0060

Indiana

The Platform
202 East Market St.
Indianapolis, IN 46204
317 860 6900

Michigan

3011 West Grand Blvd.
Suite 1715
Detroit, MI 48202
313 309 7825

Missouri

911 Washington Ave.
Suite 203
St. Louis, MO 63101
314 588 8840

3105 Gillham Road
Kansas City, MO 64109
816 335 4200

Ohio

500 South Front St.
Suite 125
Columbus, OH 43215
614 484 1811

Wisconsin

215 North Water St.
Suite 225
Milwaukee, WI 53202
414 563 1100

IFF

Position Description

Title:	Communications Manager
Reports to:	Director of Communications
Department:	Strategic Partnerships and Resource Development
Department Function:	The core function of communications at IFF is to tell the stories of our clients – the nonprofits working on the ground to serve low-income communities by creating better access to quality schools, affordable housing, critical health and human services, fresh food, and thriving neighborhoods. These stories are distributed to our investors, funders, partners, and clients through organization-wide channels such as the website, social media, email newsletter, print collateral, strategic events in our key markets, and media outreach. These stories are leveraged by staff across IFF as a way to demonstrate our commitment and credibility to both places and sectors.

The Organization

IFF improves the world by strengthening nonprofits and the communities they serve. As a mission-driven lender, real estate consultant, and developer, IFF helps communities thrive by creating opportunities for low-income communities and persons with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, affordable housing developers, and grocery stores. Staff contributes its extensive business experience with an unrivaled connection to the mission of IFF and the nonprofit clients it serves.

IFF is looking for candidates with a commitment to the work it does and can demonstrate their creativity, detail-orientation, diligence, efficiency, enthusiasm, flexibility, organization, thoughtfulness, and sense of humor.

Our staff of nearly 100 professionals works from our Chicago headquarters, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; Kansas City, MO; St. Louis, MO; Columbus, OH; and Milwaukee, WI.

Basic Job Function

The Communications Manager will support the work of IFF to engage its stakeholders, including the nonprofits and Midwest communities IFF serves, the funders and investors who support our work, and the civic leaders and community partners with whom we collaborate.

The Communications Manager is responsible for assisting the Director of Communications in developing and implementing IFF's core communications program in support of its strategic priorities and to build its brand recognition. The ideal candidate is an experienced communications professional with top-notch writing and story-telling skills; the ability to communicate complex concepts simply and concisely; a commitment to and talent for solving problems collaboratively; strong project management skills; and an eye for graphic design.

Duties and Responsibilities:

1. Writing and editing. Write and edit stories for IFF's monthly email newsletter and suite of print collateral, as well as other materials as assigned. This work will include original content creation in a journalistic style as well as careful proofing and fact-checking of all print and digital content for accuracy, clarity, and brand/style alignment.
2. Crafting and sharing content. Build-out content for IFF's website (WordPress), monthly email newsletter (MailChimp), and suite of print collateral (Adobe Creative Suite). This will rely heavily on pre-made templates, but also requires adept and creative use of technology. Distribute this content via email, IFF's website, and its social media streams (Facebook, Twitter, LinkedIn).



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3. Event planning. Assist IFF's departments in conceiving and executing both customer- and public-facing events. This will include IFF's annual investors meeting, customer groundbreaking and grand openings, release of IFF research reports, technical assistance workshops, customer and industry networking opportunities, and project tours.
4. Branding. Promote internal understanding of IFF's brand, its design and style standards, and its communications strategy and goals. This may include maintaining IFF's letterhead, business cards, and other business templates as well as watchdogging the use of IFF's logo on customer signage.
5. Communications strategy support. Support the Director of Communications to deploy communications strategies and initiatives to support IFF's departments in achieving their strategic priorities. This will include keeping IFF's work top-of-mind to its broad range of stakeholders; amplifying its policy and research work; and helping to market its core lending and real estate consulting services.
6. Media and social media support. Support the Director of Communications to deploy media strategies that amplify IFF's work. This will include maintaining a list of sector- and location-specific reporters; drafting press releases; coordinating media opportunities with IFF's customers, other lenders, and funders; and tracking media coverage of IFF and related clients and projects.
7. Perform other duties as assigned

Performance Measures:

1. Understand and effectively communicate IFF's mission, business, and impact.
2. Produce high-quality content that is written well, crafted strategically, and aligned with IFF's goals and branding.
3. Execute assigned projects in a timely manner.

4. Execute high-value, well-managed events that increase IFF's visibility and brand recognition.
5. Forge excellent working relationships with IFF employees as well as external stakeholders, including nonprofit customers, investors, funders, and partners.
6. Written and oral presentations are clear, well organized, comprehensive and persuasive. Appropriate supporting material and visual aids are well utilized and enhance the presentation.
7. Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.
8. Models personal accountability that promotes ownership and engagement.
9. Builds and maintains effective working relationships with colleagues, peers and team members measured by high satisfaction on IFF team evaluation and client surveys.
10. Values and supports differences in others, contributing to an inclusive work environment. Demonstrates the ability and willingness to communicate effectively with people of diverse backgrounds and experiences to create a collaborative, collegial, and caring community.

Position Qualifications:

Education: Bachelor's degree in communications, journalism, English, or related field; or equivalent combination of education and/or experience required.

Previous Experience: Minimum of 5-7 years in communications, public relations, or journalism. Experience in and knowledge of nonprofit sector, community development, finance or real estate development strongly preferred.

Special Knowledge & Skills: Strong experience in content management systems such as or similar to WordPress and MailChimp; strong Microsoft Office skills; and some experience in Adobe Creative Suite, specifically InDesign and PhotoShop.



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Unusual Requirements: Occasional travel throughout the assigned region. Possible evening and weekend work may be necessary. Able to lift 20 pounds and stand for extended period.

Application Instructions: Please submit a cover letter, resume, two writing samples, and salary requirements to careers@iff.org with “Communications Manager” in the subject line.

IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.