



CLIENT SERVICES & COMMUNICATION ASSOCIATE

Overview

- Are you passionate about making people feel welcomed to the Lehigh Valley?
- Do you love crafting that perfect post?
- Do you want a flexible schedule and a job with a clear career path?

If so, LINC's Client Services & Communication Associate role may be right for you?

LINC provides community transition services to more than 350 individuals and their families annually, aspiring to make the Lehigh Valley a place where all people can live, work, and thrive through the power of Learning, Inclusion, Networking and Connecting. LINC directly supports the successful recruitment, transition, and retention of talent by providing pre-hire consultations, as well community transition services and partner career support. We are committed to fostering a more diverse and inclusive Lehigh Valley. Our client services and Diversity, Equity, and Inclusion programming are designed to promote inclusion in workplaces and communities.

Many of LINC's clients settle in the Lehigh Valley after landing a job at one of the many Lehigh Valley employers including Air Products, Lutron Electronics, Lehigh Valley Health Network, St. Luke's University Health Network, Lehigh University, Lafayette College, Crayola and others.

The primary role of the Client Services and Communication Associate is to help our clients moving to the area get connected with the resources and people to make them feel welcome and rooted in the Lehigh Valley. This position (up to 30 hours/week) reports to the Client Services Manager and supports a growing team of client service specialists.

Job Duties

This position can be fully remote though ideal candidates are able to work from the Bethlehem, PA office one day a week. Candidates will be required to travel locally on a regular basis for client events and meetings with volunteers.

The duties below are not designed to cover all possible responsibilities that are required for this job. Responsibilities include:

- Provide client support through personalized connections and tailored research recommendations helping clients build a new community
- Conduct research and helps vet community resources to share with clients
- Keeps accurate and timely records of client activities and engagement
- Support Ambassador Volunteer Program and group activities through regular communication, training, and event planning
- Identify and coordinate with event sponsors (food, drink, donations)
- Develop and implement communication strategy to keep the LINC community aware of activities, events, partnerships and career opportunities through social media, e-blast newsletters, and individual client communications
- Curate a set of client 'welcome' essentials to greet new arrivals
- Create and distribute event announcements using MailChimp and/or social media, including events related to Diversity, Equity, and Inclusion programs
- Manage event registrations and client participation
- Summarize and share client feedback collected through surveys, etc.

Requirements

- High school diploma or equivalent
- Active social network (relationships) in the Lehigh Valley
- Highly skilled in dealing with people of various backgrounds and cultures
- Technically savvy; comfortable using web applications (e.g., Office Suite)
- Demonstrated success reaching audience(s) with social media tools
- Basic understanding of marketing principles and willing to learn new tools
- Excellent organizational skills and attention to detail
- High degree of integrity and confidentiality
- Excellent interpersonal skills, tact, and diplomacy
- Clear communicator, verbal and written
- Team player and collaborative colleague
- Ability to learn and anticipate future needs and proactively address those needs

Preferred Qualifications

- 3-5 years living and/or working in the Lehigh Valley
- Experience using Google Analytics and/or tracking social media metrics
- Experience using Canva for graphic design
- Experience with email campaigns using MailChimp, Constant Contact, or similar
- Familiarity with professional communication platforms, such as Teams or Zoom

Equal Employment Opportunity

Our organization is an equal opportunity, affirmative action employer dedicated to diversity and the strength it brings to the workplace. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, national

origin, protected veteran status, sexual orientation, gender identify, genetic information, disability status, or any other protected characteristic.

Compensation: \$15-18/hour

Submit a brief cover letter and resume to info@linc-lv.com. No phone calls please.