



## JOB ANNOUNCEMENT

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Job title:	<b>Communications &amp; Office Manager</b>
Department:	Administration
Supervisor:	President & CEO
FLSA Category:	Exempt
Status:	Full-time 40 hours per week
Location:	Downtown San Jose
Annual Salary:	Salary range based on experience and qualifications
Benefits:	Benefits package includes medical, vision and dental insurance and PTO (Paid time off) leave for all full-time employees. In addition to PTO accrual, First Community Housing recognizes 15 paid holidays.

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**First Community Housing (FCH)** is looking for a passionate individual with strong communication skills and great experience working with low-income households, for a full-time position as a **Communications & Office Manager**. This position is also responsible for the office communications. The individual should enjoy collaborating with other professions and work well alone.

Since 1986, FCH has built over 1,500 affordable apartments, most of which are LEED certified Gold and Platinum. We are proud of housing 4,000 individuals in one of the most expensive rental markets in the world. Our housing ranges from seniors and families, to SRO's and the formerly homeless. We have a variety of special needs housing, including the developmentally disabled and veterans.

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**Position description:** The Communications & Office Manager works closely with the President & CEO to ensure that the FCH mission, vision, and values are appropriately projected to a wide array of external parties, as well as support the entire FCH staff using common sense and good writing skills.

Everyday duties include making sure the office runs smoothly, including ordering office supplies and organizing company meetings. You'll also interface regularly with the Board of Directors, organize internal and external events, and manage company marketing materials and website to ensure consistent branding/image.

### **Essential Duties and Responsibilities:**

#### **Office Manager**

##### Administrative:

- Manage CEO's calendar, including registering for events
- Organize company meetings and lunches for meetings as needed
- Manage/distribute incoming mail
- Assist in production of land use and financing applications, grant writing, and provide other support to Development and Asset teams as required
- Order office supplies, reconcile office order invoices
- Manage monthly parking passes and validation for guests
- Manage office vendors including internet, IT, phone services, water delivery, etc.
- Update staff and Board of Directors contact lists online and internally
- Reconcile company expenses on corporate card and CEO's corporate card
- Manage out of office calendar as needed (Nexonia)

## Communications & Office Manager

### First Community Housing

#### Job Duties

- Manage new employee onboarding (checklist)
- Oversee SAM and other Federal grant administration systems as needed
- Create and distribute the year's holiday calendar and create
- Assist finance with improving administrative workflows, and in implementing database and administrative software (CMiC and Nexonia) as needed

#### Board Meetings:

- Create and distribute materials for Board of Directors meeting monthly
- Coordinate lunch for Board meeting, or set up virtual meetings (zoom)
- Take meeting minutes, record documents and resolutions after meeting
- Confirm quorum will be present
- Attend Audit Committee meetings and take minutes
- Create annual meeting and committee calendars
- Obtain unanimous consent for resolutions passed between board meetings
- Keep letterhead updated with current Board of Directors
- Work with department heads to schedule quarterly board committee meetings

#### Customer Service:

- Respond to calls and emails from website: direct people to the appropriate housing resources, direct press inquiries, listings from agents, and other email sent to general mailbox

#### Technology:

- Interface with technology consultant, Cobalt IT and communicate company needs, expedite requests as needed
- Schedule system upgrades and installations with Cobalt and FCH team
- Order Hardware and software as needed by FCH team
- Manage Adobe, Microsoft, and other software accounts
- Ensure printer and phones are functional and resolve issues with Cobalt's assistance as needed.

## **Communications Manager**

#### Marketing:

- Ensure FCH's branding is consistent across all communications
- Create press/media releases, write articles and other media content for distribution on social media and in print with final review by President/CEO
- Direct press queries to CEO or another executive as appropriate
- Create and maintain marketing materials including case studies and brochures on FCH and its properties
- Write, edit, and post content to Facebook, Instagram, LinkedIn, Twitter via Hootsuite
- Manage website updates, including property development information, resources, and monthly waitlist. Work with web designer for more complex updates.
- Manage website registration

#### Event Planning, including groundbreakings, grand openings, community meetings, and annual holiday party:

- Reach out to desired speakers and relevant parties for events
- Communicate with vendors, Asset team and property about event needs, ensure appropriate permits are obtained
- Advertise, create and send out invitations for events through Constant Contact or another online event portal
- Track anticipated event attendance
- Ensure we have photo releases for all, especially for minors
- Purchase promotional items for event
- Manage photographer, videographer, speakers onsite day of event
- Manage event set up and take down

Communications & Office Manager  
First Community Housing  
Job Duties

- Communicate with videographer about edits to finalize video for marketing use
- Any other duties as may be assigned by the CEO

**Desired Skills**

- Experience with administration and office management
- Development or urban planning experience a plus
- Background in communications or related field

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. May travel by car, plane or other form of transportation to attend business meetings or conferences.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

**How to apply**

Submit resume, salary requirements and letter of interest to Debbie Amaro, HR Manager, [Debbiea@firsthousing.org](mailto:Debbiea@firsthousing.org).

*First Community Housing is an Equal Opportunity Employer to all regardless of race, color, national origin, ancestry, sex, marital status, disability, religious or political affiliation, actual or perceived gender identity, age or sexual orientation. FCH is committed to diversity, equity, and inclusion and our goal is to have a workforce that is representative of the communities that we serve. First Community Housing is a drug free workplace, and complies with ADA regulations as applicable.*