



Community Relationship Manager Job Description

About NEK Broadband

NEK Broadband is a Communications Union District (CUD). CUDs are municipal entities in Vermont directed by a volunteer board. NEK Broadband has representatives from all towns in the Northeast Kingdom (Caledonia, Essex, and Orleans counties) plus Wolcott in Lamoille county. The board has chosen to develop a publicly-owned network of fiber-optic based internet. Reaching the far-flung homes of this large, rural service area presents many challenges. Since incorporation in 2020, NEK Broadband has made great progress - including providing service to customers in a pilot project, receiving significant grant funding, and creating detailed plans for future construction to begin in the spring of 2022. Work will continue with the assistance of three key partners: Waitsfield Champlain Valley Telecom, Mission Broadband, and the National Rural Telecommunications Cooperative. The overall project will require roughly \$140 million, take at least five years to complete, and require continued engagement from the communities who will be served.

Overview

The Community Relationship Manager reports to the Executive Director and will work with the Board, Executive Committee, and Communications Working Group to:

1. Build relationships within the towns served by NEK Broadband.
2. Recruit and manage volunteers.
3. Manage and facilitate communication between stakeholders, including working with our retail services provider on the development of communications to potential and existing NEK Broadband customers; and writing updates for regular postings to the website, Front Porch Forum, newsletter, and more. Responding to correspondence from the public.
4. Provide copy for portions of grant applications and reports.

As a new position within a young and growing organization, the Community Relationship Manager will need flexibility, energy, and a willingness to listen and learn from board members, partners, and community members. Responsibilities, especially in the beginning, may be varied. A good candidate should be passionate about the importance of providing internet to rural, underserved communities; and able to communicate that excitement to people of many ages and levels of technical understanding - both in writing, and in person.

Location and Hours

This position will have a public facing presence and work remotely. The location of the public facing presence may be determined in conjunction with the successful applicant. Frequent trips to towns throughout the Northeast Kingdom service area will be required for in-person meetings with community members. This is a full time position.



Tasks

- Build relationships with individuals, communities, town governments, and government representatives by identifying strong communication methods and creating and managing systems for regular contact with all stakeholders
- Expand and facilitate volunteer board member's outreach within their towns
- Create clear communication pieces for media, towns, and government representatives
- Coordinate with the retail services provider and the construction management to facilitate communications with existing and future customers

Desired Skills and Qualifications

- Clear communicator, both in speaking and writing. Able to communicate technical information to laypeople and create a narrative about our mission
- Empathetic "people person," able to make connections with people from many different backgrounds
- Strong writer with experience in writing for marketing, online platforms, press releases, and grant applications. Experience writing and editing on a deadline
- Interest in learning detailed technical information about fiber optic internet and the telecom field
- Familiar with the Northeast Kingdom, community organizations, and key players
- Able to work independently and as part of a team
- Comfortable working with volunteer board members to shape and meet goals
- Experience with grant writing or interest in assisting with grant writing
- Comfortable with public speaking
- Organized and detail oriented
- Able to multitask and work on diverse projects at the same time
- Experience managing social media accounts
- Experience updating WordPress Websites
- A working knowledge of Microsoft Office Suite and the equivalent Google applications, Google Drive, and Adobe .pdfs The organization primarily uses Google applications.
- Experience working with brand guidelines
- Interest in learning to use mapping and CrowdFiber software
- Able to create attractive print media (handouts, newsletters) and evaluate graphic design
- Have reliable transportation and be willing to drive to the far corners of the Northeast Kingdom
- High preference for a resident of the Northeast Kingdom.
- Must be able to work remotely with meetings primarily via Zoom.

To apply:

Send a resume, cover letter and writing sample to Clerk@nekbroadband.org by 03/14/2022. Applications will be processed on a rolling basis starting on 02/28/2022.