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**Community Engagement Manager – National Playhouse**

Founded in 2003, GiGi's Playhouse Inc.’s mission is to change the way the world views Down syndrome through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic in nature. Each one of our programs is designed to work on specific skill development, including speech and language, literacy, socialization and fine and gross motor skills. GiGi’s Playhouse currently has over 35 locations across North America and growing by several locations annually.

**Job Description**

The Community Engagement Manager is a goal-oriented conscientious individual who manages and directs all the community-facing elements of the National Playhouse in Hoffman Estates, Illinois. This includes ensuring that families receive the most impactful programming possible, that volunteers have an engaging and rewarding experience, and that community members know and learn about Down syndrome and the ways they can get involved. Further, this function includes directing local and regional events and fundraisers, engaging in community outreach opportunities, delivering internal and external communications, and developing media opportunities. In doing these activities, this individual will ensure the National Playhouse acts as a model for the rest of the GiGi’s Playhouse network to follow.

The Community Engagement Manager is expected to be the leading local representative to all families, volunteers and community members using the National Playhouse. In order to be successful, he/she will gain guidance from, and collaborate with the host of subject matter experts from the GiGi’s National Office in the areas of Programs, Marketing, Operations, and Development, to ensure that execution at the National Playhouse becomes and remains best-in-class and can be replicated.

**Essential Job Functions:**

* Management and Leadership
  + Strategic thinker / focused on the long-term sustainability of the Playhouse in terms of growing the base of families supported, increasing program participation, gaining greater commitment from volunteers and further engaging the community
  + Directly manage Playhouse staff (Event Manager, Store Manager, Program Manager and other part time support).
  + Ensure all programs, events and activities are fully staffed by volunteers to support the needs of the Playhouse.
  + Ensure program offerings, content and quality reflect high quality, purposefulness, impact and the evolving needs of Playhouse families.
  + Build and manage a Family Committee to obtain feedback and engagement from the primary customers served
* Development and Events
  + Coordinate and pursue local fundraising initiatives through community grants, family connections and other community partnerships, continually seeking revenue generation opportunities, with the support of the National Development team.
  + Ownership of all local and regional playhouse events and activities, including annual regional gala in the Spring, 5k run in June, golf outing in late summer, GiGiFest in October, as well as periodic seasonal events and parties, with the help of a full time Event Manager.
  + Create and maintain a Playhouse wish list in order to articulate needs for in-kind donations.
* Community Outreach
  + Develop and maintain relationships with local community organizations such as the Chamber of Commerce, local philanthropic groups, schools, etc. to find volunteer and development opportunities.
  + Grow local community awareness and acceptance through presentations, emails and press releases
* Marketing Communications
  + Gather content from local Programs team, the Hugs + Mugs store and the National Marketing team to create and deliver regular e-newsletter communications to the local Playhouse families
  + Continually gather stories and pictures of Playhouse programs and activities to effectively demonstrate impact in marketing and development activities
  + Manage the local website ([www.gigisplayhouse.org/hoffmanestates](http://www.gigisplayhouse.org/hoffmanestates)) and social media platforms to ensure they reflect brand standards, inspirational and relevant content to reflect local Playhouse events and activities (e.g., GiGiU graduation, volunteer appreciation events, holiday parties, etc.)
  + Ensure online Playhouse calendar of programs and events is continually accurate and up to date.
  + Identify and foster relationships with local media sources.
  + Create promotional flyers for local Playhouse events, programs and activities, as needed
  + Maintain inventory of all Playhouse marketing and awareness materials and distribute as needed
* Operational Excellence
  + Ensure the National Playhouse executes excellence in operations, from the front door of the Playhouse to the retail operation at Hugs + Mugs.
  + Collaborate with the National Office operations staff to ensure all Playhouse functions follow the national standards.
  + Ensure completeness and appropriate forward-planning in creating the work schedule for all community-facing roles in the Playhouse.

**Competencies:**

* Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.
* People Management: Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; Improves processes, products and services; continually works to improve supervisory skills.
* Collaboration: Ability to work collaboratively and professionally with national office staff, board members, committee members, volunteers, families, and donors. Ability to work collaboratively within the community; expand networking opportunities for GiGi’s Playhouse.
* Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; ability to be creative, open minded and flexible; works well in group problem solving situations; uses reason even when dealing with emotional topics.
* Customer Service: Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
* Planning/Organizing: Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
* Efficiency: Able to produce significant output with minimal wasted effort.
* Initiative: Volunteers readily; Seeks increased responsibilities; Takes independent actions and calculated risks.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Education and/or Experience: Bachelor’s degree required; ten years related experience in retail, marketing, sales or other customer-facing function.
* Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, and technical procedures. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers and the general public.
* Computer Skills: To perform this job successfully, an individual should have advanced proficiency in Microsoft Office (Word, Excel, PowerPoint and Outlook), social media platforms (Instagram, Twitter, Linked In and Facebook). Ability to work proficiently in a database program (Sales Force) to manage interactions with all individuals who interface with this location.
* 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.
* Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**GiGi’s Playhouse Core Values**: GiGi’s challenges all staff and volunteers to embody the following core values:

* Enthusiasm: Bringing positive, high energy to our work
* Best of All: Always looking to improve in all that we do. Challenge yourself every day.
* Get It Done: Making things happen and blasting through barriers when needed; figure it out.
* Believe: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
* Locally Concerned, Enterprise Minded: Bringing our Best of All to our local playhouse while being mindful of how our work affects the broader GiGi’s network.

***The job duties listed in this job description may not be inclusive of all requirements of this position; other duties may be assigned***

***ACKNOWLEDGED:***

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***Employee Signature Date***

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***Print Name***