

Communications and Digital Coordinator

Post Updated July 12, 2022

The Student Borrower Protection Center (SBPC) is seeking a full-time **Communications and Digital Coordinator** to join our team of policy experts, attorneys, and consumer advocates fighting to protect people from predatory student lenders and end the student debt crisis.

Founded in November 2018 by a team of former senior-level financial regulators and enforcement officials, SBPC is an advocacy and policy nonprofit focused solely on student debt—halting industry abuses, expanding borrower protections, and reforming the student loan system at large. Together, our team works to: 1) expose harmful and illegal practices in the student loan industry, 2) drive impact litigation, 3) advise policymakers regarding issues that affect student loan borrowers in Washington and in state capitals, and 4) promote research and publications advancing progressive policy change.

The **Communications and Digital Coordinator** will support SBPC's communications and public engagement efforts, helping execute on communications, digital media, and other media relations tasks. This full-time position is exempt and reports to the Head of Communications. Duties include:

- Maintaining, expanding, and tracking press contact lists and relationships with print, television, radio, and media outlets, as well as forging new SBPC reporter relationships and presence on alternative and digital media.
- Tracking and responding to all press inquiries and coordinating with relevant staff to participate in interviews.
- Drafting press releases, statements, website content, and other public-facing materials.
- Writing content and helping to plan email newsletter outreach using Constant Contact.
- Working with the Head of Communications to schedule regular social media posts and maintain websites to ensure visitors have timely, compelling information about SBPC initiatives and relevant student debt work.
- Monitoring incoming inquiries sent through the SBPC website and other social media platforms and coordinating swift responses.
- Undertaking special projects as needed.

To succeed in this role, a candidate will be a self-starter, eager to work in a fast-paced environment, and comfortable with shifting deadlines and responsibilities. Candidates should demonstrate experience (whether through internships, volunteer experiences, or paid work) with the following skills and abilities; however, we are looking for a well-rounded candidate who is eager to grow in the role, and limited experience in one or two of these areas should not preclude a candidate from applying.

- Relevant experience working in communications or digital media for a government agency, nonprofit organization, political campaign, or similar environment.
- Interest in consumer protection, higher education, or public policy.
- Strong understanding of social media and digital platforms, including basic data analytics and other best practices.
- Experience creating and editing shareable images, graphics, videos and other visual media content using Canva, Adobe Illustrator, Adobe Photoshop, and iMovie. Expertise in data visualization is a plus.
- Comfortable using WordPress and other website platforms.
- Written composition skills with an understanding of tone and style that effectively communicate and synthesize complicated information from a variety of sources into a lucid, cohesive product for the target audience(s).
- Critical eye for editing grammar, punctuation, and syntax.
- Flexibility in working style, marked by an ability to work closely with a wide range of people, organization types, and teams using tact and professionalism.
- Adept at receiving, balancing, and handling direction and input from multiple colleagues, and willing to resolve conflicts professionally with patience, openness, and humor under pressure.
- Ability to efficiently adhere to numerous deadlines, conflicting priorities, and simultaneous tasks/campaigns/plans. Capacity to respond rapidly and appropriately to changing priorities, objectives, and situations.
- Self-starter with a sense of initiative and good judgment.
- Technological abilities to ensure compliance with confidentiality policies and procedures necessary for the protection of data and to efficiently complete tasks.
- Ability to perform tasks with a high degree of accuracy and attention to detail, as well as anticipate informational needs as situations and projects develop.

The anticipated minimum salary for this position is \$50,000 but will be commensurate with experience. Reports to: Head of Communications, based remotely in Brooklyn, NY.

To apply, email careers@protectborrowers.org with the subject line: SBPC Communications and Digital Coordinator [Last Name, First Name] and attach your resume. Please include a short blurb in the body of your email indicating why you want to work for SBPC.

The Student Borrower Protection Center is headquartered in Washington, DC but has a remote team that operates in the U.S. Eastern Time Zone. We welcome applicants from any location in the continental United States.

Applications from persons of color, LGBTQI persons, women, and persons with disabilities are strongly encouraged.