



## Member Engagement Specialist

---

Department: Communications

Location: Utqiaġvik

FLSA: Hourly, Full Time

Reports To: Sr. Communications Manager

Approved By: Jens Laipenieks

Revision Date: 4/15/2024

Effective Date: 4/15/2024

Minimum Pay: \$27/Hour

### Position Description

The Member Engagement Specialist is responsible for building strong relationships and strengthening existing bonds between residents of the North Slope and ASTAC, through various forms of communication. The candidate utilizes knowledge of the community and relationships with local community partners to assist in the management and execution of collaborative projects aimed at increasing awareness around ASTAC and its mission.

### Principle Accountabilities

- Disseminate company information, activities, and promotional messaging via social media, community partner channels, and other outlets
- Capture photos and videos of activities and community events attended on behalf of ASTAC
- Attend community meetings, share relevant/pertinent information with Sr. Communications Manager
- Provide assistance when ASTAC holds community meetings or events in Utqiaġvik and other service communities on the North Slope
- Act as the communications waypoint between ASTAC, community members, local leadership and other residents for awareness, educations, and other initiatives
- Report back to Sr. Communications Manager when community issue or concern is involved
- Report other community activities/events to which ASTAC may want to consider attending or sponsoring
- Work with community, specifically Elders and youth, in the community to build awareness around ASTAC products, services and discount programs which benefits the members
- Create educational and marketing content to share with the membership, aiding in making ASTAC the go-to for technology expertise
- Assist with coordination of ASTAC sponsored events, including but not limited to Swoosh and customer appreciation events



## Qualifications / Experience

- A High School Diploma is required
- Two years work experience that involves working and communicating with the public of the North Slope is required
- Preferred experience in design softwares and creating digital and print materials

## Knowledge, Skills, and Abilities

- Basic computer experience with using Microsoft Office, Internet, mobile phone applications such to be able to read and respond to emails, review documents and other information online, draft and submit written reports, and prepare and deliver straightforward presentations
- Possess excellent observation skills
- Employ excellent verbal communication skills, and solid written communication skills
- Demonstrate outstanding collaboration and teamwork skills
- Be adept at taking and carrying out direction regarding communication of information both from the community and from ASTAC
- Be comfortable and effective in presenting information to individuals and groups of community members
- Demonstrate discretion and the ability to maintain confidentiality
- Preferred, ability to translate English to Inupiaq

## Acknowledgement

*I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that the General Manager and the Board of Directors retain the right to change this Position Guide at any time.*

---

Employee

Date

---

Supervisor

Date

**Note:** This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.