Chariton Valley Electric Cooperative, Inc.
Your Touchstone Energy® Cooperative

POSITION DESCRIPTION

Communications Coordinator

Department:	Administration	**FLSA Status:**	Non-Exempt
Reports To:	CEO/ General Manager	**Union Status:**	Non-Union
Supervises:	No	**Employment Status:**	Full Time
Job Code / EEOC Cat:	22-3371/ 5.0	**Date Revised:**	11/10/2026

Purpose of Position

Responsible for developing, coordinating, and maintaining the cooperative's internal and external communications, public relations, marketing materials, digital content, and member education initiatives. This position supports the cooperative's public image and member engagement through written communications, social media, website management, publications, photography, graphic design, and community outreach.

Provides general office and administrative support, including document preparation, recordkeeping, correspondence, scheduling assistance, and coordination of assigned projects and events. The position works collaboratively with management, employees, and external partners to ensure communications are accurate, timely, professional, and consistent with the cooperative's mission and objectives.

Position Responsibilities	The scope and duties of this position may change or be temporarily altered based on the evolving business needs of the Cooperative. The basic requirement of every position is to perform all tasks as assigned by your supervisor.
Key Responsibilities	Brief Description of Responsibilities
Essential Responsibilities:	A. Develop and maintain clear, consistent, and audience-appropriate communications that support the cooperative's operations, programs, services, public image, and member relationships. Coordinate messaging and publication priorities with management and appropriate department personnel. B. Oversee the cooperative's digital communications presence, including website and social media content, to ensure information remains accurate, current, organized, accessible, and consistent with established branding and communication standards. C. Coordinate the development and production of member and employee publications, promotional materials, graphics, photography, video, and other visual content. Maintain consistency in presentation, readability, accuracy, and cooperative branding across print and digital channels. D. Support member understanding of cooperative services, policies, programs, operations, and initiatives through effective educational communications and community outreach. Encourage member engagement and participation while strengthening the cooperative's visibility, public image, and reputation throughout its service territory.

E. Coordinate communications and promotional support for the Annual Meeting, employee activities, community events, and cooperative-sponsored functions. Ensure event-related information and materials support effective participation, presentation, and follow-up.

F. Coordinate communications and supporting administrative functions for assigned cooperative programs, including Operation Round Up, CVEC's scholarship program, Youth Tour, and other member or organizational initiatives. Collaborate with departments and management to develop materials, maintain supporting information, and advance special projects.

G. Manage communications planning, content schedules, deadlines, review processes, and coordinate with internal departments and external service providers to support timely, accurate, and well-organized communications.

Secondary Responsibilities:

A. Provide general office and administrative support that contributes to the efficient operation of the cooperative, including preparation, proofreading, formatting, and distribution of correspondence, forms, reports, and other documents.

B. Support routine office communications and inquiries by responding to or directing telephone calls, emails, and requests to the appropriate person or department.

C. Assist with meeting and calendar coordination, including scheduling support, preparation of materials, room arrangements, and meeting logistics.

D. Maintain organized electronic and physical files, shared-drive materials, records, and assigned documentation, while exercising appropriate confidentiality and judgment.

E. Coordinate routine office needs, including office supplies, printed materials, vendor communication, and related service requests.

F. Provide administrative support for board, departmental, and other organizational meetings, as assigned, including document preparation and recordkeeping.

G. Assist other departments as needed and provide support for cooperative-wide activities, projects, and operational needs.

H. Perform other related responsibilities consistent with the position and the needs of the cooperative.

Position Requirements	All position requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
Key Requirements	Brief Description of Requirements
Education, Licenses, Certificates, and Training Requirements:	Associate degree or an equivalent combination of education, training, and relevant experience. Education in communications, marketing, public relations, journalism, graphic design, or a related field is preferred.
Experience:	Minimum of two (2) years of experience in communications, marketing, public relations, content creation, office administration, or a related field is preferred but not required.

Knowledge, Skills and Abilities:

Must be able to pass pre-employment drug/alcohol screens satisfactorily.

- Possess strong written and verbal communication skills, with the ability to develop and deliver clear, accurate, professional, and engaging messaging tailored to diverse audiences and communication platforms.
- Demonstrate exceptional proofreading and editing abilities, with strong attention to detail to ensure accuracy, consistency, and professionalism in all communications and materials.
- Demonstrate strong organizational, time management, and project coordination skills, with the ability to effectively prioritize responsibilities, manage multiple assignments, and consistently meet deadlines.
- Demonstrate proficiency in Microsoft Office applications, email platforms, electronic calendars, and shared-drive systems to efficiently manage communications, documents, scheduling, and daily administrative tasks.
- Experience or proficiency with social media management, website content management, and digital communications platforms.
- Ability to create or coordinate graphics, photography, video, and printed materials.
- Possess professional interpersonal skills and the ability to work collaboratively with employees, management, vendors, members, and community partners.
- Ability to maintain confidentiality, exercise sound judgment, work independently, take initiative, and adapt to changing organizational needs.
- Strong customer service skills and a commitment to maintaining a positive cooperative image.
- Provide accurate, high-quality, consistent, and timely communications.
- Maintain and regularly update the cooperative's website, social media platforms, print publications, and other assigned digital communications to ensure content remains accurate, engaging, and current.
- Coordinate and manage communications projects, cooperative events, promotional activities, and assigned programs ensuring timely planning, organization, and successful execution.
- Effectively communicate cooperative news, updates, services, and programs to members and the public through clear, accurate, and engaging messaging across various communication channels
- Perform assigned administrative duties efficiently and accurately, ensuring tasks are completed in a timely, organized, and professional manner.
- Effectively manage multiple projects and responsibilities, prioritize competing demands, meet established deadlines, and adapt to changing needs and organizational priorities.
- Demonstrate initiative, creativity, and dependability while contributing to the cooperative's communication efforts, organizational goals, and overall operational success.

Work Environment:

Inside position with the usual office conditions. Typically have regular hours of work with irregular volume of activity. Some overtime may be required.

Physical Demands:

- Sedentary work requiring exertion of up to 15 pounds of force occasionally and/or a negligible amount of force frequently.
- Light lifting of generally around 15 pounds.
- Job requires sitting most of the time.
- Requires repetitive motions with hands and fingers, such as keyboarding and 10-keying.
- Must be able to use office equipment such as a copier, computer, printer, and fax.

This position shall have full authority to carry out these duties and responsibilities in conformity with established policies and procedures and shall utilize time in such a way as to fulfill the objectives of this position and the Cooperative.

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required.

CVEC reserves the right to revise or change the job responsibilities as business needs arise. This job description does not constitute a written or implied contract of employment, other than an "at-will" employment relationship.