**Network of Schools of Public Policy, Affairs, and Administration**
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Washington, DC 20005
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**Title:** Communications & Operations Associate
**Department:** Operations
**Reports To:** Chief Operating Officer
**Location:** Washington, DC (Hybrid)
**FLSA Status:** Exempt
**Salary Range:** $60,000-$68,000 (commensurate with experience)

## NASPAA

NASPAA, the Network of Schools of Public Policy, Affairs, and Administration, is the global standard in public service education. NASPAA is a nonprofit 501(c)(3) membership association with over 300 institutional member schools at U.S. and non-U.S. universities that award degrees in public administration, public policy, public affairs, nonprofit management, and related fields. The organization consists of nine full-time employees, and its mission is to promote education for public service.

## About the Role

NASPAA is seeking an organized, detail-oriented Communications and Operations Associate to support our members and staff across three areas: communications, events, and day-to-day operations. This role is a good fit for someone who has a passion for improving public service and connecting global universities around best practices. Day to day, they should enjoy variety, take pride in polished work, and be comfortable managing many moving pieces at once. The associate will execute and manage communications for NASPAA, serve on our events team, and keep the organization's office operations running smoothly.

In addition to a collaborative, mission-driven culture, NASPAA offers a strong benefits package featuring comprehensive health insurance (70% employer-paid), a 403(b) match, 12 paid holidays, and a paid year-end office closure from December 26–31.

## Key Responsibilities

### Communications (approximately 60%)

- Plan, write, and schedule content for the organization's social media channels.
- Draft, build, and send email campaigns and member newsletters.
- Make regular updates to the organization's website, generating and maintaining accurate, up-to-date content.
- Track and report engagement metrics and summarize insights and recommendations for staff and leadership.

- Create and maintain marketing materials, including flyers, one-pagers, and slide decks in line with brand standards and in collaboration with team members.
- Lead communications and outreach campaigns for events.

### Events Support (approximately 20%)

- Serve on the events team, providing support to the Events Manager during the lead-up to NASPAA's events.
- Assist with discrete tasks as assigned in event logistics, including sponsor coordination, schedules, signage, shipping, and on-site support.
- Assist with event registration, including answering registrant questions, troubleshooting problems, and maintaining attendee lists.
- Help with scheduling, timelines, and post-event reporting as needed

### Operations (approximately 20%)

- Monitor the organization's main inbox and route inquiries to the appropriate staff member in a timely manner, and follow up to confirm they have been resolved.
- Process mailings and member mailing list requests, keeping contact lists accurate and up to date.
- Serve as main support for the upcoming office move, including coordinating with staff and vendors, tracking tasks and timelines, updating the organization's address and records, and helping ensure a smooth transition.
- Manage general office administration, including repairs and supply replenishment, and perform other duties as assigned.

## Qualifications

### Required

- Master's degree in communications, public administration, public policy, nonprofit management, or a related field; or a Bachelor's degree with one to three years of experience working with a membership organization, association, or nonprofit.
- Excellent writing, editing, and proofreading skills, with strong attention to detail.
- Strong organizational skills and the ability to manage multiple projects and deadlines at once.
- Clear, professional, and friendly communication with members, partners, vendors, and colleagues.
- Basic graphic design skills (such as Canva or Adobe Creative Suite).
- Proficiency with standard office software (Google Workspace and/or Microsoft Office).
- Commitment to the mission of NASPAA.

### Preferred

- Experience managing social media accounts and email marketing platforms (such as Hootsuite, Higher Logic, Constant Contact, or similar).

- Experience updating websites through a content management system (such as WordPress, Drupal, or similar); no coding required.
- Experience with event registration platforms and association management or CRM software.

## Core Competencies

- **Reliability:** Meets deadlines consistently and communicates early if timelines are at risk.
- **Quality:** Reviews and tests work before it is shared or published.
- **Prioritization:** Recognizes urgent and high-impact work and proactively flags conflicts.
- **Service orientation:** Responds to members and colleagues with courtesy and care.
- **Adaptability:** Comfortable shifting between creative, logistical, and administrative tasks.
- **Collaboration:** Works well as part of a small team and takes direction and initiative.

## Specifications

- Salary range: $60,000-$68,000, commensurate with experience. The actual salary offered will take into account many factors, including, but not limited to, job-related knowledge, skills, and experience, education, internal pay equity, and business needs.
- This is an exempt full-time position.
- This position does require limited travel for organizational events
- This is a Washington, D.C.-based position, and employees are expected to be in the office at least two days per week.
- Applicants must be currently authorized to work in the United States on a full-time basis. NASPAA does not sponsor employment visas for this position.

## Benefits

- 403(b)
- 403(b) Matching
- Health Insurance
- Dental & Vision Insurance
- Life & LTD Insurance
- Flexible Spending Account
- Paid Time Off
- Sick Leave
- 12 Paid Holidays
- Winter Break (office closed December 26th-December 31st annually)

## How to Apply

Interested applicants should email their resume to hiring@naspaa.org. In your email or cover letter, please indicate the reasons for your interest in the position.

Interviews will occur on a rolling basis as applications are received. Interviewees may be asked to provide references and a writing sample. All employees must pass a background check.

NASPAA, a non-profit corporation, is an Equal Opportunity Employer that provides equal opportunity to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, marital status, disability, pregnancy, military or veteran status, and other such factors in accordance with US state and federal laws. NASPAA actively seeks diverse candidates for this role.