

**NORTHWEST PORTLAND AREA INDIAN HEALTH BOARD
POSITION POSTING CLOSING DATE: 9/16/22**

Job Title:	SMS Communication Specialist	Status: Non-Exempt, Hourly
Projects:	NPAIHB EpiCenter (We R Native, ECHO, THRIVE)	Classification: Full-time (1.0 FTE) with benefits
Reports To:	We R Native Project Director	Duration: Grant funded (renewed annually)
Salary:	\$20-27/hr DOE	Location: Portland, OR or remotely from OR, WA or ID

Job Summary: The SMS Communication Specialist's primary responsibility is to manage the Northwest Portland Area Indian Health Board's text messaging platform (Mobile Commons) and the EpiCenter's dissemination of health promotion strategies via SMS for THRIVE, ECHO, www.weRnative.org and www.HealthyNativeYouth.org. In collaboration with our health promotion team, the position will be responsible for: creating SMS content in collaboration with NPAIHB programs and external partners, programming weekly broadcasts and message schedules, monitoring our SMS inbox, engaging with SMS subscribers, managing and updating message schedules, monitoring campaigns and opt-in paths, ensuring compliance with SMS best practices, and supporting live office hours.

The Northwest Portland Area Indian Health Board serves the 43 federally recognized tribes in Idaho, Oregon and Washington. The project also targets a national audience of American Indian and Alaska Native (AI/AN) teens and young adults, adults who work with Native youth, and physicians.

Essential Functions:

Responsible for functions related to Project:

- Oversee the back-end management of the Board's text messaging service (using mobile commons), and its affiliated health promotion SMS campaigns.
- Work with EpiCenter staff to design and evaluate SMS communication strategies that incorporate text, images, web links, and video links. Create custom fields, upload/code message schedules, beta-test, export and synthesize campaign reports and user profiles.
- Create, proof, and edit SMS content. Schedule and test message schedules and weekly broadcasts.
- Edit photos, videos, and audio for SMS campaigns.
- Coordinate with our Mobile Strategist software updates, issues, features, etc.
- Monitor the SMS inbox and engage with subscribers.
- Monitor campaigns and update active/inactive keywords, revise opt-in paths and message schedules. Monitor to ensure compliance with SMS best practices.
- Provide support for EpiCenter staff and partners offering live office hours.
- Maintain project files, records, contracts, and databases.
- Work with the Project Director to ensure the project remains on budget and compliant with grant Cost Principles.

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Reporting functions:

- Provide monthly reports (profiles, messages sent, messages received, supply pre/post survey results, etc.) for internal and external partners.
- Provide written and oral communication to NPAIHB colleagues and funding agencies, including electronic monthly activity reports.
- Provide written and oral communication for promotional and marketing materials.

Meetings and Networking

- Participate in meetings with our Mobile Commons digital strategist.
- Participate in multimedia development and team planning meetings.
- Attend NPAIHB Communications team meetings and follow Board branding.
- Promote collaboration and information sharing between the 43 tribes in Washington, Oregon, and Idaho.
- Distribute SMS communication strategies to EpiCenter contacts and other program stakeholders.
- Participate in regional and national meetings and conferences.

Other duties

- Collaborate with other NPAIHB programs to meet related goals and objectives.
- Perform other duties as assigned.

Standards of Conduct:

- Consistently exhibit professional behavior and the high degree of integrity and impartiality appropriate to the responsible and confidential nature of the position.
- Consistently display professional work attire during normal business hours.
- Effectively plan, organize workload, and schedule time to meet workload demands.
- Maintain a clean and well-organized office environment.
- Expected to exercise judgment and initiative in performance of duties and responsibilities.
- Work in a cooperative manner with all levels of management and with all NPAIHB staff.
- Treat NPAIHB delegates/alternates and Tribal people with dignity and respect and show consideration by communicating effectively.
- Participate willingly in NPAIHB activities.
- Abide by NPAIHB policies, procedures, and structure.
- Research and with the approval of supervisor, attend trainings as needed to improve skills that enhance overall capabilities related to job performance.

Qualifications:

- Bachelor's degree in information technology, health, media, communication or a related field is required.
- One or more years of experience producing multimedia health resources or text messages is preferred.
- One or more years of experience working with tribal or other Indian organizations is preferred.
- Experience using an open source platform (e.g. WordPress) with a general

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- knowledge of HTML or liquid templates is preferred.
- Demonstrated knowledge, experience, or ability to create medically-accurate health promotion messages.
 - Demonstrated knowledge, experience, or ability to develop teen-friendly SMS content (video editing and/or image editing).
 - Demonstrated knowledge, experience, or ability to develop culturally-appropriate educational materials or interventions for American Indian/Alaska Native (AI/AN) youth and adults, parents, and/or clinical providers.
 - Experience tracking and aligning communication strategies with technological platforms is preferred.
 - Must have excellent writing and communication abilities.
 - Must be able to work with minimal supervision, exercise initiative, and make independent decisions and recommendations.
 - Proficiency with media design and Office applications (specifically Word, Excel, Adobe Photoshop, Illustrator) and other multimedia programs is required.
 - Accuracy and scrupulous attention to detail is required.
 - Must have the ability to complete tasks in a timely and accurate manner.
 - Must have excellent interpersonal skills.

Applicants must agree to serve a minimum six-month probationary period during which period their employment can be terminated at will.

Physical Demands:

Typical Physical Activity

The position frequently involves sedentary work. The position frequently involves exerting up to 10 pounds of force to lift, carry, push, pull or otherwise move objects. Occasionally involves light work, exerting up to 20 pounds of force to move objects, including the human body.

Typical Environmental Conditions

The worker is frequently subject to inside environmental conditions which provide protection from weather conditions, but not necessarily from temperature changes, and occasionally is subject to outside environmental conditions.

Travel Requirements

Travel is required. Overnight travel outside the area will be required.

Disclaimer

The individual must perform the essential duties and responsibilities of the position efficiently and accurately, with or without reasonable accommodation, without causing a significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Except as provided by Title 25, U.S.C. § 450e(b), which allows for Indian preference in hiring, the NPAIHB does not discriminate on the basis of race, color, creed, age, sex, national origin, disability, marital status, sexual orientation, religion, politics, membership or non-membership in an employee organization, marital status, citizenship or

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immigration status, veteran or military status, genetic information, ancestry or any other characteristic protected by law.

Applications are available online at www.npaihb.org

SEND RESUME AND APPLICATION TO: HR@npaihb.org