

**Ethiopian Community Development Council, Inc.**  
901 S. Highland Street Arlington, Virginia 22204

**JOB ANNOUNCEMENT**

**Position Title:** Knowledge Management and Communications Officer  
**Reports to:** Director of Communication & Knowledge Management  
**Status:** Full-Time/Exempt  
**Location:** Arlington, Virginia

**About ECDC:** ECDC is a non-profit, community-based organization headquartered in Arlington, Virginia and founded in 1983. ECDC became a national refugee resettlement agency in 1991 and has since resettled more than 78,000 individuals in the U.S. Currently, ECDC has a network of 26 local resettlement sites that resettle refugees, Afghans, and Ukrainian parolees. Of these, six are ECDC's branch offices, while the remaining are independent, ECBO affiliates. ECDC has decades of experience conducting outreach and engagement with local ethnic communities throughout the country, delivering structured training and technical assistance, cultivating supportive relationships among host communities, monitoring resettlement performance in compliance with federal government resettlement objectives and standards, and marshaling private resources to support refugee resettlement and integration. ECDC's mission is to empower refugees and immigrants to lead lives of dignity, attain self-sufficiency, and integrate successfully into their new communities in the U.S.

**Position Summary:** The KMC Officer will be responsible for implementing and maintaining knowledge management strategies, tools, and processes to enhance productivity, collaboration, and innovation across the organization. The KMC Officer will design and implement systems and processes for capturing, organizing, and categorizing knowledge assets, including documents, best practices, lessons learned, and other R&P-specific and relevant information; collaborating with R&P program leads and key stakeholders to identify and document critical knowledge areas and ensure their effective storage and retrieval; regularly updating and maintaining knowledge repositories, databases, and other platforms to ensure accurate and up-to-date information. The KMC Officer will also engage in ECDC's communication efforts, including public relations and marketing; assist in preparing ECDC's annual report and monthly newsletters; and handle social media activities, which focus on resettlement activities targeted to the general public and ECDC supporters. Assists in writing success stories, and conducting interviews with refugees for storytelling. The KMC Officer reports to the Director of Communications & Knowledge Management.

**Key Responsibilities:**

*Knowledge Management*

- Implement effective knowledge management strategies, tools, and processes to enhance organizational productivity and innovation.
- Design and implement systems for capturing, organizing, and categorizing knowledge assets, including documents, best practices, lessons learned, and other program-specific information.

- Collaborate with program leads and key stakeholders to identify and document critical knowledge areas, ensuring effective storage and retrieval.
- Regularly update and maintain knowledge repositories, databases, and platforms to ensure accuracy and up-to-date information.

#### *Communications*

- Manage the organization's communication efforts, including public relations and marketing activities.
- Assist in preparing the organization's annual report and monthly newsletters.

#### *Content Creation*

- Manage ECDC's social media platforms, creating and curating content to engage their audiences.
- Develop and edit content for newsletters, website updates, and other communication materials.
- Generate success stories and conduct interviews with refugees for storytelling purposes.
- Coordinate the production of multimedia content, including videos, infographics, and other visual elements.

#### *Media Relations*

- Respond to media inquiries and cultivate relationships with key media outlets.
- Prepare spokespeople for interviews and media interactions.
- Monitor media coverage and provide regular reports to the leadership team.

#### *Event Coordination*

- Plan and oversee events to enhance the organization's public profile, including press conferences, workshops, and community outreach programs.
- Coordinate logistics, invitations, and media coverage for events.

#### *Collaboration and Reporting*

- Work closely with program leads, key stakeholders, and other departments to ensure alignment of knowledge management and communication strategies with organizational goals.
- Collaborate with the Director of Knowledge Management & Communications to provide regular updates on the progress of initiatives.
- Foster a collaborative and innovative work environment within the Knowledge Management and Communications teams.

#### **Qualifications**

- Bachelor's degree in communication, Public Relations, Marketing, or a related field.
- Proven experience in communications, public relations, or a similar role.
- Proven experience in implementing knowledge management strategies and communication initiatives within a non-profit or similar setting.
- Strong understanding of knowledge management tools, processes, and best practices.
- Excellent written and verbal communication skills with the ability to craft compelling messages and stories.
- Strong interpersonal skills and the ability to work collaboratively with cross-functional teams.
- Basic graphic design skills for creating visually appealing materials, and familiarity with tools like Adobe Creative Suite or Canva is an asset.

- Comfort and familiarity with various communication technologies, collaboration tools, and software commonly used in the industry and familiarity with content management systems for updating and maintaining organizational websites and intranets are desirable.
- Proficiency in social media management and content creation.
- Ability to respond effectively to media inquiries and navigate media relations.
- Detail-oriented with a focus on accuracy and consistency and strong organizational and project management skills.
- Ability to work in a fast-paced environment and meet deadlines and demonstrated ability to drive strategic initiatives.
- Must be legally eligible for employment in the U.S.
- Ability to work evening and weekend hours occasionally.
- Must pass a background check.

**Salary:** ECDC provides a competitive annual salary for this position commensurate with experience and ranges between \$75,000–\$80,000.

**Benefits:** ECDC offers an excellent benefits package that includes:

- Medical, dental, and vision **are** available on the first day of employment. ECDC contributes 80% of the premium.
- Generous paid time off, including 15 days of vacation and 12 days of sick leave per year during the first five years of employment.
- 13 days of paid national holidays per year.
- 403(b) retirement plan with ECDC’s contribution of 10% after one year of employment.
- Short- and long-term life and disability insurance.

**To Apply:** Submit by e-mail: (1) a cover letter; (2) a résumé; (3) three professional references; and (4) salary requirements via email to [hr@ecdcus.org](mailto:hr@ecdcus.org).

No telephone inquiries, please. Only those who submit the **four (4) required items** indicated above will be considered for a review, and qualified applicants will be contacted for an interview.

**ECDC IS AN EQUAL-OPPORTUNITY EMPLOYER.**