



DEDICATED TO THE EXPLORATION, STUDY, AND CONSERVATION OF CAVES

COMMUNICATIONS DIVISION HEAD

Location: Remote

Reports to: Executive Director

Category: Volunteer

Contact: bog@caves.org

About the National Speleological Society

Founded in 1941, the NSS is the largest membership organization dedicated to caves & caving. Composed of over 8,000 members and 250+ local chapters - known as grottos - we connect cavers so they can explore, study and conserve caves worldwide.

About the Communication Division Head Position

The Communications Division Head oversees all internal and external communication of the Society. They are responsible for making sure the NSS does the best possible job at convincing people why caves matter, why the NSS matters, and how they can get involved.

Key Division Head Responsibilities

- Manage all teams within the Division.
- Work hand in hand with the Executive Director (ED) to accomplish the Society's mission.
- Keep the ED informed of developments and issues in a prompt manner.
- Compile reporting from Division teams 30 days ahead of Board Meetings.
- Guide Division teams, ensuring alignment with the Strategic Plan and resource availability.
- When possible, attend team meetings as an ex-officio member. Meetings are typically held over Zoom.
- Foster team spirit by inspiring and recognizing the efforts of teammates & direct reports.
- Develop and update—with Board approval—a Handbook for each Division team. Ensure compliance.
- Resolve vacancies, resource gaps, and interpersonal conflicts effectively.
- Monitor spending within the Division's budget. Approve/manage invoices, reimbursements, and grant dispersal.

Division Specific Responsibilities

- Develop and implement a consistent and high level communications strategy to support the NSS Mission Statement.
- Monitor and analyze marketing metrics to improve communications
- Support the Executive Director and other Divisions to communicate and promote the NSS' work.
 - Provide guidance and support on communication best practices

Marketing & Media Department:

- Support & Manage the following marketing & communications teams:
 - Public Relations
 - Social Media
 - Email Marketing
 - Website Content
 - Note that technical operations for the website are handled by the IT department and are not overseen by the Communications Division Head

Publications Department:



NATIONAL SPELEOLOGICAL SOCIETY, INC.
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- Support & Manage the Publications Department in the production of all NSS Publications including:
 - NSS News
 - Journal of Cave and Karst Science
 - American Caving Accidents
 - NSS Books
 - Brochures and other publications

External Partnerships Department:

- Support and Manage External Partnerships teams to ensure the greatest efficacy in supporting the NSS' Mission Statement.
 - Teams include: Government Liason; National Cave and Karst Research Institute Liason; Show/Commercial Caves Liason; etc.

Required Qualifications

- 5+ years of relevant work or volunteering experience in communications or marketing
- Strong understanding and experience utilizing digital communication strategies
- Experience with current communications tools, platforms, channels etc.
- Ability to represent the organization professionally internally and externally
- Talented people manager, with a proven track record of successfully supporting high-performance from volunteer staff and indirect collaborators.
- Individual with a positive, affable, and approachable manner, who cares about the work of and the people on their team. Promotes a constructive and fun teamwork-oriented work environment.
- Ability to build strong relationships with volunteer, remote teams within and across Divisions. Strong interpersonal skills and ability to engage effectively with internal and external stakeholders. Can resolve interpersonal conflicts within and across teams and Divisions.
- Demonstrated ability to anticipate strategic program needs and risks, taking the initiative to address them.
- Action-oriented, flexible problem-solver with an ability to manage multiple varied teams, develop solutions to obstacles and resource gaps, embrace and communicate effectively through ambiguity, and drive task completion.
- Willingness to roll up sleeves and ability to overcome barriers and setbacks.
- Excellent written and oral communication skills and ability to operate collaboratively in an environment with coworkers using Google Workspace or Microsoft 365 Products.

The NSS is committed to diversity and inclusion. All individuals, regardless of personal characteristics, are encouraged to apply.