



Position:	Communications and Operations Assistant
Employment:	Part-time (22.5 hours/week), Non-exempt, At-will position
Reports to:	Executive Director
Remuneration:	\$27 an hour
Location:	Hybrid: On site (in-person) in Greenfield, MA, with possible remote work hours
Posted on:	August 25, 2026
Closes on:	September 4, 2026
Benefits:	Allowable leave: 9 days/year, 3 hours a pay period, paid biweekly. Sick leave is one hour of sick time for every 30 hours worked, up to a maximum of 40 hours per calendar year. No health insurance benefits

The Children's Advocacy Center of Franklin County and North Quabbin (CAC)

The CAC is an equal opportunity employer that provides children and families in need with healing and compassionate care—through trauma-informed therapy—to help children achieve their full potential and to unite the community in disrupting the cycles of child abuse and the commercial sexual exploitation of children (CSEC) through prevention, education, and outreach.

Accredited by the National Children's Alliance, the CAC works with a Multidisciplinary Team (MDT) that includes the Northwestern District Attorney's Office; the Department of Children and Families Greenfield Area Office; the Department of Public Health, Pediatric Sexual Assault Nurse Examiner (Pediatric SANE); and municipal, state and federal law enforcement agencies to provide a team response to reports of child sexual abuse, serious physical abuse, and commercial sexual exploitation.

Position Summary

The Communications and Operations Assistant should have strong communications skills along with organizational- and time-management skills (while also ensuring accuracy and professionalism in all duties). The successful candidate is responsible for providing a range of essential duties, including event planning, ensuring the efficient operation of the office, and maintaining all social media sites and the CAC website.

This role requires high energy, flexibility, and a positive, “can-do” attitude to simultaneously manage a variety of administrative, operational, and communications tasks depending on the needs of the office on any given day. The Communications and Operations Assistant **must have reliable transportation** to run errands as needed in an approximate 60-mile radius, with mileage reimbursed.

Key Responsibilities

- Communications and Outreach:
 - Draft and post all social media posts on a weekly basis
 - Draft a bimonthly CAC newsletter
 - Design all needed promotional materials, for fundraisers, trainings, and other events, including all event flyers and posters
 - Routinely update the CAC website with current banners, announcements, and program content
 - Draft and edit documents, reports, and presentations in a clear and professional manner.
 - Attend tabling events
- Operations and Event Planning:
 - Fundraising and other events: Schedule, execute, facilitate, and coordinate tasks related to fundraising and other events, including designing flyers, etc.
 - Office organization: Manage filing systems; order office supplies and maintain inventory levels; run errands; facilitate equipment maintenance; liaise with vendors to schedule appointments; provide assistance to the Executive Director and the team as needed; and ensure general office upkeep.
 - Clerical and administrative support: Handle tasks such as data entry and donor database management; conduct background checks, and maintain and organize files, records, documents, and spreadsheets in digital format (including Google sheets and Excel) and in physical formats (including Microsoft Word and PDF) for easy access and retrieval
 - Visitor and client interaction: Greet visitors and serve as a point of contact for the team, if/when needed.
 - Pick up and sort the mail and related correspondence; and ensure confidentiality and accuracy when handling sensitive information, company records, and financial documents.
- Other duties as needed.

Qualifications

- High school diploma required, associate’s or bachelor’s degree preferred

- Three to five years of relevant experience
- Proficiency in using Microsoft Word, Excel, Google Docs and Sheets, and design software
- Proficiency in using computer-based documentation systems
- Demonstrated effective oral and written communication skills
- Experience working with people from diverse backgrounds
- Strong organizational management skills
- Demonstrated positive experience working in a team environment

To apply: Please send a cover letter and resume to Executive Director, Carol Conragan, cconragan@cacfranklinnq.org no later than Friday, September 4, 2026.