

CRS JOB DESCRIPTION

Job Title: Communications Officer	Reports to: Operations Manager
Department: Operation	Salary Grade: 7

Job Summary

The Communications Officer for CRS Vietnam works closely with the Regional Communications staff and HQ Communications team to create content and to ensure strategic alignment of communications, consistent messaging and a strong brand identity. The Communications Officer creates content and uses effective communications channels to reach several different audiences and help increase CRS Vietnam positioning for funding and influence. This includes stories, multimedia and reports as required, as well as ensuring CRS' compliance with donor branding and marking requirements.

CRS/Vietnam Background:

CRS has been operating in Vietnam since 1994. In partnership with Government and other organizations, CRS implements programs in 9 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disabilities, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

Roles and Key Responsibilities

- Write, design and manage the production of creative and compelling communication and marketing material –stories, photos, video, fact sheets, brochures, etc. - for various audiences, including public and private donors, local and national governments, partners, media and others as needed.
- Coordinate consultant/services providers in the production of the above marketing materials as needed.
- Support the procurement processes for licenses, equipment and applications needed to implement the CPs communications plan.
- Use and tailor agency messages tailored for each audience and identify and utilize effective distribution channels to disseminate communications materials to key audiences.
- As appropriate, manage social media channels and create content platforms like Facebook.
- Develop and maintain relationships with local media and help identify opportunities to reach key audiences, and coach country program staff in effective local media representation.
- Support the dissemination of relevant information among personnel, partners, project participants, or other relevant actors related to the CP.
- Provide marketing and communications support for events, including signage, handouts, talking points, photos, liaising with media, etc., and convene local media whenever a CRS event takes place.

- Support the creation of processes, manuals and training for CP staff and partners on issues related to communications, marketing, and media created for the development of the CP.

Basic Qualifications

- Bachelor's Degree in Communications, Journalism, or related studies; experience in INGOs or UN preferred.
- Minimum two years marketing and communication experience, ideally for an NGO or another organization in development and relief programming.
- Demonstrated track record of successfully disseminating information to a variety of target audiences.
- Highly proficiency in Microsoft Office applications and desktop publishing skills is required.

Knowledge, Skills and Abilities

- Ability to influence without direct authority.
- Ability and desire to work well with diverse employees and customers in a cooperative and friendly manner.
- Ability to handle multiple priorities in a fast-paced environment.

Preferred Qualifications

- Experience in Adobe Creative Suite, especially InDesign, is strongly desired.

Required Languages: English and Vietnamese

Travel: Must be willing and able to travel up to 15 %.

Supervisory Responsibilities: No

Agency REDI Competencies (for all CRS Staff):

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- **Personal Accountability** – Consistently takes responsibility for one's own actions.
- **Acts with Integrity** - Consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- **Builds and Maintains Trust** - Shows consistency between words and actions.
- **Collaborates with Others** – Works effectively in intercultural and diverse teams.
- **Open to Learn** – Seeks out experiences that may change perspective or provide an opportunity to learn new things.

Key Working Relationships:

Internal: Country Manager, Operations Manager, COP, Program Managers, Program and Operation staff, Regional Communications staff and HQ Communications team.

External: Government Entities, Donor, Subrecipients, INGOs.

****Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.

CRS is an Equal Opportunity Employer and does not discriminate on the basis of ethnicity, religion, sex, national origin, disability, or HIV/AIDs.

Application requirements

Individuals interested in this job are invited to submit your applications via email to Catholic Relief Services at: **recruitment.vietnam@crs.org**;

Applications in English should include:

- i) Curriculum Vitae with name and contact information of three references
- ii) Application Letter
- iii) Copies of degrees, certificates

Deadline for submission: **Sep 30, 2025**