

Job Posting: Outreach Manager

InTRAC (Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired) is seeking a passionate and dedicated **Outreach Manager** to lead our efforts in promoting and educating about the vital services and equipment we offer to the Deaf, Hard-of-Hearing, DeafBlind, and Speech-Disabled communities. Relay programs are a free public service and are required by the FCC to provide education and outreach to keep these communities informed, regarding telephonic equal access services and equipment. Relay Indiana services are managed by InTRAC, offering this unique opportunity to ensure all Hoosiers needing telephone communication accommodations can stay connected.

Location: InTRAC Office in Indianapolis, IN, with hybrid/remote flexibility

Reports To: Andy Leffler – Executive Director

Position Summary:

The Outreach Manager is responsible for managing a comprehensive outreach strategy, utilizing a variety of mediums, to effectively inform, educate, and update our target communities, as well as related organizations and professionals, about the availability and benefits of State Relay Services. This role requires a deep understanding of the communication needs of these communities, strong communication and presentation skills (including fluency in American Sign Language - ASL), and the ability to build and maintain effective relationships with diverse stakeholders.

Responsibilities:

- Develop and implement outreach strategies, including tracking data for effectiveness
- Community engagement, via social media, presentations, workshops, and local events across the state, both as participant and presenter/host
- Stay informed on the latest technologies, FCC regulations, and best practices, including occasional travel to local or national conferences

- Prioritize full accessibility and inclusivity for outreach activities and promotional materials

Qualifications:

- Minimum Bachelor's degree in relevant major (i.e. marketing, public relations, communications, Deaf education) or considerable years of experience in related field
- **Fluency in American Sign Language (ASL) is required.**
- Excellent presentation, communication, and interpersonal skills, including written and expressive/verbal
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Valid driver's license and willingness to travel throughout the state.
- Prefer familiarity with ADA and Telecommunications Relay Services

To Apply:

Interested candidates should submit a cover letter in video format (utilizing any platform of the candidate's choosing) in ASL and a professional resume to info@relayindiana.com. Please indicate "Outreach Manager Application" in the subject line. **Application Deadline:** 5/30/25

InTRAC is an Equal Opportunity Employer and welcomes all qualified individuals to apply. We are committed to creating an inclusive and accessible workplace and qualified individuals with disabilities, including those who are Deaf, Hard-of-Hearing, DeafBlind, and Speech-Disabled, are encouraged to apply. Reasonable accommodations will be provided upon request. All employment decisions are made consistent with equal opportunity laws.

We look forward to hearing from you and working together to ensure equal communication access for all residents of Indiana!