



## **JOB DESCRIPTION – Communication specialist at Mercy Ships Switzerland**

Line Manager 1:	Head of Recruitment & Volunteer Engagement
Date Modified:	March 2026
Employee:	TBC
Engagement:	80%-100%
Location:	Mercy Ships Switzerland (MSCH), Belp (preference)

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### **SUMMARY DESCRIPTION**

In this role, you will join the dynamic team of volunteer Recruiters in order to provide full communication support, using both technical and creative skills to attract and retain the right volunteers needed for our hospital-ships.

You will actively contribute to building an attractive & professional image of Mercy Ships Switzerland, educating the Swiss market about the purpose and expertise of our NGO.

This is a dual position where you will work part-time for the Recruitment & Volunteer Engagement team (~60%), and also for the Events department to support communication activities linked to the organization's internal and external events (~20-40%).

You will work in close relationship with other communication colleagues at MSCH and at other National offices, to get inspiration for content and to coordinate with posting schedules and other relevant initiatives. You will also work closely with our digital team from MSGA (= Mercy Ships Global Association) on projects requiring expert support.

### **1. ESSENTIAL DUTIES AND RESPONSIBILITIES (INCLUDE BUT NOT LIMITED TO)**

#### **1.1 Digital communication (~30%)**

- Creates and manages original and engaging contents for our social media platforms (FB / Instagram / Linked'In / Youtube), in multiple languages
- Studies resources/content shared by the global brand team at MSGA
- Collaborates closely with MSGA when creating paid digital campaigns, including proof-reading, coordination with ship crew or alumni, testing workflows, etc
- Writes engaging monthly e-newsletters to our pool of prospects and Alumni to generate engagement and conversion
- Revises and updates automatic e-mails when appropriate and check workflows in Hubspot with the help of MSGA.
- Research and creates original contents for relevant digital platforms (targeted audience)
- Communicates about all department events + supports organization
- Writes blog articles about volunteer stories and volunteer partner activities on our website, in multiple languages
- Checks and updates the MSCH website (volunteer sections) to ensure accuracy, in multiple languages

## **1.2 Print and other communication projects (30%)**

- Writes engaging crew / alumni articles or ads for selected media (magazines / newspapers)
- Makes recommendations and coordinates placement of ads and articles with Swiss media, ensuring follow-up with invoicing and printing deadlines
- Supports and coordinates one-off projects such as creating / updating new department brochures, geolocalization campaigns, videos, etc based on department needs
- Proactively seeks media coverage opportunities for the department, including published articles, radio, TV, webinar at the best price
- Assists his team members when needed, including attending events or congresses, to ensure media coverage, or other duties as instructed by the Line manager

## **1.3 Events support (~20%)**

- Works with the Events Manager to support event communication initiatives
- Communicate before, during and after events to all relevant stakeholders and on various platforms
- Offer administrative support linked to event management

## **1.3 Other duties (~10-20%)**

- Support other MSCH departments on demand
- Represent Mercy Ships at relevant events / conferences as needed

## **2. QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Excellent written and verbal communication skills in German, English, and ideally French
- Proven experience in multimedia content creation (graphics, digital formats video, web design and audio) and ability to create engaging, audience-focused content across multiple platforms
- Proficiency with multimedia tools and software (e.g., Adobe Creative Suite, video editing tools, content management systems)
- Strong understanding of digital communication channels (social media, websites, email marketing) . Experience with CRM /marketing tool “Hubspot” and/or “Salesforce” an advantage.
- Advanced knowledge of Word, Power Point, Excel, and Outlook
- Familiarity with analytics tools and ability to measure content performance is a plus
- Excellent client interactions skills (transparent, clear, timely, accurate, motivating)
- Ability to work independently as well as part of a team
- Excellent time-management skills with the ability to simultaneously manage multiple projects and meet deadlines
- Able to work flexible hours, including weekends and evenings

### **3. EDUCATION AND EXPERIENCE REQUIREMENTS**

- Mandatory:
  - Holds a degree or brings proven experience in Communications and/or Multimedia
- Preferred:
  - Has experience in the humanitarian field, Mercy Ships experience is an advantage
  - Has some experience in the medical field (understands medical terminology)
  - Has some knowledge of the main Swiss media groups

### **4. Specifics**

- Place of work either in Belp or Lausanne with regular visits to the other office (min. 1x/month)