Community Engagement Coordinator

Position Description

*7.2019*

**Reports to:** Executive Director

**Pay:** This is a permanent, part-time position. Pay is $14/hr for 20-25 hours per week.

Summary of Position

This positon plays a key role as a member of our small team, as we all work to mobilize people and organizations that inspire community change in Forsyth, Davidson, Davie, Stokes, Surry and Yadkin Counties. HandsOn NWNC develops and delivers a wide variety of programming that fills the needs of its diverse constituents, including nonprofits, businesses, civic groups, schools, and community volunteers. The Community Engagement Coordinator works closely with the Program Director, Executive Director, VISTA member, and other interns to coordinate two important volunteer engagement and recognition programs: our corporate service projects and our Governor’s Volunteer Service Awards. The CEC is also tasked with ensuring that we continue to provide excellent customer service to our nonprofit partners and potential volunteers, with a focus on increasing our outreach and marketing efforts in support of all of our programs.

Primary Responsibilities

Programmatic Duties

* In close partnership with the Executive Director, develop, market, plan, and implement HandsOn’s corporate volunteer service projects
* Be the lead staff member to plan, organize, implement, and evaluate our Governor’s Volunteer Service Awards event each year. This entails both detailed logistic work as well as the ability to communicate effectively with both nonprofit organizations and community volunteers
* Provide logistical and administrative support for HandsOn’s workshops and other events
* Be knowledgeable about all areas of HandsOn NWNC programming, including the ability to assist with basic volunteer referrals and other general inquiries

Marketing Duties

* Create, maintain, and update HandsOn’s editorial calendar, sending periodic email reminders as required, and assigning duties to others as appropriate
* Curate and collect content appropriate for HandsOn’s monthly e-newsletter(s) and produce the initial draft using a provided template
* Evaluate HandsOn’s marketing efforts and make recommendations as needed
* Develop and monitor content for our social media channels

**Customer Service Duties**

* Assist our nonprofit partners in maintaining up-to-date volunteer opportunities on Get Connected, our online volunteer matching platform
* Be the primary point person for our Supporting Partner and Vendor/Consulting Partner, working to recruit new partners, ensuring accounts and listings in Salesforce and our website are up-to-date, scheduling related information sessions and newsletter features, and working to implement any changes needed to make these relationships more meaningful
* Develop and implement strategies for continuing to build our reputation for customer service excellence, with special attention to paid to volunteers and corporate clients

Qualifications and Attributes

* Associate’s or Bachelor’s degree in nonprofit management, marketing, communications or related field preferred (those currently attending higher education in these fields will also be considered)
* Experience working or volunteering in local nonprofit organizations, with knowledge of HandsOn’s programming and network preferred
* Strong computer skills, including experience with standard social media platforms (experience with Salesforce and Constant Contact a plus)
* Strong written, oral, and interpersonal communication skills
* Able to work in a fast-paced, diverse environment with the support of a small, integrated team, with the expectation of being able to set priorities and manage goals independently
* Dependable, reliable, honest, and trustworthy, with high ethical standards, and good sense of humor required

Benefits

* Flexible work schedule. Must be able to attend some meetings during typical business hours, as well as work a limited number of evenings and weekends during special events.
* Remote working environment with access to a class A office building in the heart of downtown. Free parking while meeting onsite and access to the building’s gym is included
* Opportunity to attend any workshops or training series offered by HandsOn for free
* Opportunity to learn more about the variety and diversity of the local nonprofit sector and build a strong personal network within the sector

To apply, please email a resume and cover letter to Amy Lytle, Executive Director, at [AmyLytle@HandsOnNWNC.org](mailto:AmyLytle@HandsOnNWNC.org). Interviews will be scheduled in September, with a target start date in October. No phone calls, please.