



Job Title: Community Engagement Coordinator

FLSA Status: Full time Exempt

Reports to: Marketing and Events Director

Supervises: Volunteer Program Assistants

Salary Range: \$45,000 - \$50,000 dependent on experience. Includes a comprehensive employee benefit package.

Revision Date: 10/05/23

POSITION SUMMARY:

Reporting to the Marketing and Events Director, the Community Engagement Coordinator connects community members with ways they can make an impact on the mission of Loaves & Fishes/Friendship Trays through volunteering their time, making a food donation or a financial donation.

The Community Engagement Coordinator oversees the development and operation of the Loaves & Fishes/Friendship Trays Volunteer and Food Drive programs. Working in conjunction with all departments, the coordinator is responsible for volunteer recruitment, data, retention, supervision, and recognition of volunteers to meet identified operational and program needs.

This position serves as the point person for all volunteer inquiries to the organization and will also mobilize and schedule resources to facilitate food drive events, analyze food drive trends through data, developing and fostering relationships with businesses, faith-based organizations, schools and other entities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Volunteer Coordination and Recognition

1. Identify, recruit and place volunteers as needed throughout Loaves & Fishes/Friendship Trays. Process volunteer requests and arrange for orientation and training with appropriate staff.
2. Respond promptly to volunteer inquiries, providing confirmation and follow up communications.
3. Maintain volunteer contact information, job descriptions, hours, and other identified volunteer information.
4. Maintain schedule of warehouse volunteer groups
5. Recruit volunteers to assist with food drives and special events.
6. Maintain volunteer opportunities on website.
7. Attend volunteer recruitment fairs as needed.
8. Plan and execute an annual Volunteer Appreciation event and appropriate volunteer recognition throughout the year including volunteer communications, thank you notes, certificates, etc...
9. Working with the Marketing Coordinator, promote volunteer and food drive opportunities as well as recognize volunteers and food drives through social media channels.
10. Coordinate with Marketing Coordinator to order and distribute branded apparel for volunteers.

11. Use Bloomerang Volunteer software to maintain database of all volunteers.
12. Serves as the initial point person for the court ordered community service program - responding to inquiries and vetting prospective court ordered community service volunteers.
13. Encourages and provides the tools for a consistent and positive volunteer experience through all of our programs.
14. Track Volunteer Hours throughout the year for annual Impact Report
15. Identify and notify the Chief Development Officer of volunteers as potential donor prospects.
16. Supervises Volunteer Program Assistants

Food Drives

17. Serve as the primary contact for scheduling of food drives, coordinating with the Operations Team the delivery of food drive supplies and food drive pickups. Maintain food drive contact information and schedule. Respond promptly to food drive inquiries.
18. Serve as the lead in planning and executing large county-wide food drives such as Scouting for Food and the National Association of Letter Carriers.
19. Grow food drive events by developing and fostering relationships with businesses, faith-based organizations, schools and other entities.
20. Serve as support to external constituents engaged in supporting Loaves & Fishes/Friendship Trays through corporate, civic, faith based, school, etc. food and fund drives.
21. Plan and execute appropriate food drive recognition throughout the year (i.e. certificates for school food drives, etc...)
22. Provide monthly data comparisons of food drives and food donations for monthly board report
23. Work with Donor Database Coordinator to ensure food drive and food donation information is being entered into donor database and acknowledged.

Other Responsibilities

24. Provide support for special events and appeals as assigned.
25. Serve as staff liaison to Board committees as assigned.
26. Engage in continuous learning to increase skills and knowledge to fulfill the Loaves & Fishes/Friendship Trays mission and to stay informed of internal and external trends impacting the organization.
27. Adheres to the Association of Fundraising Professionals Code of Ethics and Donor Bill of Rights.
28. Attend staff meetings, trainings and other meetings as required.
29. Represent Loaves & Fishes/Friendship Trays as required by the CEO.
30. Participate in and support Loaves & Fishes/Friendship Trays Fund Raising Efforts.
31. Other duties as assigned.

QUALIFICATIONS:

1. Bachelor's degree in related field preferred or equivalent combination of education and experience.
2. Previous professional experience in the nonprofit sector with two or more years of volunteer management or fundraising experience.
3. Experience with maintaining accurate records, coordinating schedules/calendars and creating and following administrative processes and procedures.
4. Experience doing data entry and management with volunteer software, Bloomerang or other complex database program or constituent relationship management software.
5. Strong organizational and technology skills.
6. Exceptional interpersonal, oral, written, and presentation skills.

7. Dependable and punctual team player.
8. Positive, “can-do” attitude, flexibility, and detail oriented; high degree of initiative and an ability to manage and prioritize multiple tasks and projects at a time.
9. Strong customer service skills, ability to communicate calmly with patience and kindness.
10. Ability to work with sensitivity, empathy and without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
11. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.

To apply, please email a cover letter and resume to HR@loavesandfishes.org with the job title in the subject line

Loaves & Fishes/Friendship Trays is an Equal Opportunity Employer