



**JOB TITLE:** Community Engagement Coordinator  
**STATUS:** Non-Exempt, Regular Full-Time  
**DEPARTMENT:** Programs  
**LOCATION:** Seattle  
**PAY RANGE:** \$17-19.50/hour + generous benefits  
**REPORTS TO:** Program Manager - Enrollment **Last Reviewed:** February 2019

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**Our Mission:** Big Brothers Big Sisters of Puget Sound (BBBSPS) provides children facing adversity with strong and enduring, professionally supported 1-to-1 relationships that change their lives for the better, forever.

**JOB SUMMARY:**

Big Brothers Big Sisters seeks a Community Engagement Coordinator who will thrive in a growing organization that is dedicated to positively impacting more youth through high quality, 1-to-1 mentoring. This is a new position that builds on our vision to empower and inspire youth to reach their full, inherent potential. The ideal candidate will be committed to reducing the list of youth waiting for a mentor. Currently, this list is over 900 youth, predominantly youth of color. This team member will be passionate about and able to engage mentors and community partners from diverse communities, especially within communities of color.

This team member will help position Big Brothers Big Sisters as the preferred charity of choice in volunteer mentoring. Areas of responsibility include strategic community and corporate relationship management, recruitment of new mentors, and outreach of specific youth. The nature of this work requires consistent availability in the evenings and weekends to work with partners outside of normal business hours.

**JOB RESPONSIBILITIES:**

- Develop, implement and manage a recruitment and outreach plan consistent with agency goals, priorities and values.
- Accountable to specific goals and targets for volunteer recruitment and youth outreach.
- Host and speak publicly at recruitment events and attend other agency events as necessary.
- Utilize social and electronic media to expand recruitment reach and visibility across King County,
- Deepen reach and relationships within communities of color, with an emphasis on recruiting more mentors of color, especially Black men.
- Generate reports and evaluate effectiveness of all recruitment efforts from both a marketing and program delivery perspective.
- Research and explore new potential strategies for recruiting volunteers.
- Collaborate with fund development and site-based teams to advance corporate relationships in a targeted manner.
- Identify, pursue, and obtain new corporate partners who can provide an ongoing supply of potential volunteers in collaboration with the fund development and site-based teams.
- Serve as BBBS Brand Ambassador in the community.
- Work closely with marketing staff and leadership to ensure that messaging and materials are brand compliant and specific to target audience.
- Maintain customer service at levels "exceeding expectations" of our constituents.
- Other duties as assigned by Program Manager and VP of Programs.

**REQUIRED JOB QUALIFICATIONS:**

- Bachelor's degree in Business, Marketing, Communications or a related field preferred.
- Prior experience in volunteer recruitment, sales, marketing or related work preferred.
- Passion for and knowledge of working in diverse communities including people of all races, ages, religions, sexual orientations, gender identities, among others.
- Ability to communicate effectively specifically within communities of color.

- Dedication to advancing the mission of Big Brothers Big Sisters and ability to articulate the power of mentoring to make a difference in the lives of youth facing some of life's toughest challenges, including race and social inequities.
- Detail-oriented, organized self-starter; able to prioritize and perform multiple tasks with varying levels of urgency to meet deadlines with no loss in accuracy.
- Significant experience preparing and delivering presentations to diverse audiences.
- Excellent oral and written communication skills reflecting solid customer service and cultural competency in person, electronically and via telephone.
- Ability to collect and analyze meaningful data and draw solid conclusions for meeting targets set in the strategic plan.
- Ability to maintain professionalism and confidentiality in sensitive, complex, and/or controversial situations.
- Ability to work independently and collaboratively, exercising good judgment, decision-making and problem-solving skills to achieve team goals.
- Proficiency in Microsoft Office with an emphasis on Word, Excel and Outlook and database programs. Experience with Salesforce a plus.
- Ability to work evening and weekend hours and effectively manage a flexible schedule required.
- Valid US driver's license, insurance coverage, and consistent access to a reliable vehicle: the job requires regular travel to meet with staff in branch offices, clients, volunteers, and corporate and community partners.
- Satisfactory driving record that meets or exceeds BBBS standards of insurability.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. The job description may be subject to change to meet the needs of the organization.

**COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN OUR ORGANIZATION:** We work with each employee to generate professional development plans that reinforce skill-building and demonstration of growth in the following competencies.

- Core Competencies
  - Accountability / Workload Management
  - Customer Service Orientation
  - Growth Mindset, Adaptability
  - Cultural Sensitivity
  - Collaboration
  - Expertise in Area of Focus
- Leadership Competencies
  - Develops & Motivates Others
  - External Relationship Builder
  - Team Effectiveness
  - Emotional Intelligence
  - Organizational Growth Orientation
  - Problem-Solving
  - Initiative & Results Driven

**WORK ENVIRONMENT:**

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- *Routine office environment.*
- *Frequent independent travel.*
- *Physical demands:* While performing duties of job, employee is frequently required to stand; walk; sit; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* The noise level in the work environment is usually moderate.

*Equal Employment Opportunity*

BBBSPS is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or

genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.