JOB DESCRIPTION: COMMUNITY COORDINATOR

Hours: Full-time; Salaried; 36-hour work week, on-site position (not remote work)
Salary Range: $55,000 - $65,000, depending on experience and qualifications
Benefits: Paid Time Off and 9 holidays
18% of salary (above salary) paid for benefits, including group health, dental; plus 2% of salary (above salary) for an available Simple IRA plan.

Community Coordinator Position Overview

The Community Coordinator position is multifaceted and demanding. It includes, but is not limited to, problem-solving and technical roles, as well as administrative support functions, reflecting the complex demands of a unique organization that has but three full-time staff. The Community Coordinator is responsible for managing the office, supporting the CEO and ongoing capital campaign, overseeing technology and data management, as well as coordinating community events, the Tenant Advisory Council and referrals. The Community Coordinator provides information and referrals to the many people seeking assistance on campus and provides communication and coordination among the 20+ on-campus agencies and other organizations. **This position requires a "can-do" attitude, problem-solving and solutions-oriented approach.**

Primary Duties & Job Responsibilities

Administration & Office Management

- keep a clean, well-organized, smooth-running office
- provide word processing, editing, phone messaging, note taking and other administrative support of the CEO, board of directors meetings, capital campaign meetings, committees and programs
- order office supplies
- oversee records of inventory for audit and maintenance
- schedule meetings and conference calls
- organize hospitality fare for meetings and events
- update tenant partner files and certificates of insurance annually

Coordinating Campus Operations and Community Collaboration

- lead and develop agendas for monthly meeting of the Tenant Advisory Council to enhance referrals, coordination, and collaboration amongst onsite tenant partners
- manage online shared calendar for conference room use and facilitating use of facilities
- specific property functions, such as dispensing keys, calling for vendor support, coordinating with Property Manager, and updating agency office, campus wayfinding signage and referral brochures

- recruit appropriate presenters and registers students for nonprofit trainings/classes, ensuring that events run smoothly
- coordinate Front Door Services partnerships and programs using the Advocate Office
- share information on the campus among tenant agencies, the Property Manager and vendors to create a comfortable and effective campus for all users
- provide additional information for the campus through e-mails, tours, posters, or publications, as needed, including orientation, emergency preparedness and community information

Technology

- update Together Center's and Alliance of Eastside Agencies' websites (using WordPress)
- update, maintain, train users and encourage use of TC Community Portal (online)
- troubleshoot technology issues and coordinate and work with tech support as needed
- use web tools such as Salsa Engage, MailChimp and Evite to create and track event invitations and attendees

Managing Data

- perform data entry including gift information; updating donor and constituent contact information such as emails and mailing addresses; and capital campaign prospect data in the fundraising CRM database (Salsa)
- work with CEO on annual tenant survey and gather statistics yearly from agencies and maintain anecdotal statistics on lobby services and use
- generate reports for funders and fundraising efforts and responsible for ensuring accurate entry and reporting in Salsa database
- develop and improve processes for accurate use of the Salsa database

Work with the Public: Front Door Services & Referrals

- staff the front desk and support the information and referral needs of families and individuals seeking help from Together Center and its agencies.
- Learn about and make referrals to resources both on-campus and off as well as to Front Door Service partners who advocate for clients.

Additional duties

- develop content and oversee production of the Together Center print and email newsletters sent out
- work closely with the Campaign Manager, providing some administrative support for the ongoing capital campaign
- provide other assistance as directed by the CEO

Qualifications (Required & Preferred)

Commitment to Mission: A strong desire to better the Eastside for all people is required, as is a willingness to undertake ongoing learning about Eastside nonprofit programs and their clients.

Independent Project Management Skills: The ability to work independently on multiple projects, both ongoing and time-specific, is critical. Ability to organize events with many stakeholders is important. Problem-solving and ability to implement solutions is essential. The ability to maintain confidentiality regarding clients, tenants and board Community is required.

Communication skills: Candidates must be able to work as a member of a team and foster collaboration. Effective writing and speaking skills are required. Preferred candidates will bring public speaking skills,

design skills, and/or excellent writing for clear communication ability. Bi-lingual capabilities or knowledge of interpretation services is preferred.

Customer Service Skills: Excellent listening skills and ability to respond appropriately to all manner of customer is required, as is an ability to communicate both empathy and clear boundaries. Preferred candidates will have experience and training in dealing with clients of human service organizations.

Technology Skills: Knowledge and ease in the use of Microsoft Office software is required. Preferred candidates will be familiar with donor management software and best practices for donor data entry. Preferred candidates will have familiarity with web-based and social media communication tools.

Property Management: An ability to track and handle many details is required. Preferred candidates will have experience in working with tenants and vendors.

Education: Preferred candidates will have a Bachelor's degree or commensurate experience, as well as knowledge of nonprofit sector. Preferred candidates will bring familiarity with services at a wide range of Eastside nonprofits.

Reports to: The Community Coordinator reports to the CEO.

Together Center values a diverse workplace and strongly encourages women, people of color, LGBTQ+ individuals, people with disabilities, foreign-born residents, and veterans to apply. Together Center is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition or any protected category prohibited by local, state or federal laws.

To apply for this positions, please send cover letter and resume to ceo@togethercenter.org by August 20.