



COMMUNITY ENGAGEMENT COORDINATOR JOB DESCRIPTION

Purpose: The Community Engagement Coordinator (CEC) implements all aspects of the community outreach and volunteer program at Furniture Friends to ensure that we are successful in fulfilling our mission of acquiring and delivering furniture to low-income households throughout southern Maine.

Location: The CEC will work primarily from the Furniture Friends offices at 15 Saunders Way, Westbrook, ME.

Qualifications: The CEC is an essential part of the Furniture Friends team. S/he/they must be skilled at overseeing and managing a comprehensive volunteer program needed to support the expanding operations required to serve 900+ households/year. They must be a strong communicator, capable of speaking in public and able to represent Furniture Friends' in a variety of settings sharing our story with potential volunteers from many sources (i.e., schools, faith communities, businesses). Experience and/or a willingness to learn and understand issues around racial equity along with the strengths and challenges of under-resourced communities is required and they should be comfortable working with people from different backgrounds. Proficiency in a language other than English is a plus but not required. The successful candidate will have strong organizational and computer skills as well as a friendly, energetic attitude, willingness to work as a team, a sense of humor, a desire to help economically disadvantaged people and an ability to maintain confidentiality of sensitive information.

Key Responsibilities:

- Recruits, schedules, trains, motivates and oversees volunteers to ensure staffing needs are met for ongoing operations (i.e., assessing client needs, picking up furniture donations and delivering furniture to clients).
- Leads volunteer teams.
- Acknowledges volunteer participation regularly through a variety of touch points (i.e., written thank yous, newsletter spotlights, testimonials, volunteer appreciation events).
- Develops a volunteer training handbook that includes Furniture Friends' history, how Furniture Friends supports volunteers, expectations of volunteers and ongoing volunteer opportunities.
- Elevates the monthly volunteer newsletter with volunteer spotlights, upcoming opportunities (i.e., board committees) and events.
- Deepens and manages relationships with institutional partners including schools, colleges/universities, retirement communities and hotels.

- Cultivates relationships with civic and faith-based organizations and represents Furniture Friends at speaking engagements.
- Conducts public presentations and attends fundraising or publicity events to increase organizational visibility and recruit volunteers.
- Grows the fundraising capacity of volunteers and community partnerships in fundraising activities.
- Seeks out, schedules and promotes small community fundraising/friendraising events.
- Supports the administrative needs of the development program at the direction of the Development and Communications Manager.
- Participates in marketing and fundraising activities.
- Works with staff to coordinate regular social media posts.
- Attends to the administrative needs of the Community Engagement Program including developing and implementing a Community Engagement Plan that outlines specific goals for the year.
- Attends monthly Operations and Fundraising/Marketing committee meetings and occasional Board meetings on request.

Reporting: The Community Engagement Coordinator reports to the Operations Director with occasional supervision from the Development and Communications Manager.

Dress Code: Business casual.

Additional Requirements: The Community Engagement Coordinator must complete a background check as well as a driving records check, hold a valid driver's license, and have an ability to lift 30 pounds. Duties likely will include occasional evening or weekend work.

Time Commitment: 40 hours/week.

Salary: \$40-50,000 depending on experience with generous benefits including health insurance, paid vacation, sick days and holidays.

Please send a resume and letter of interest to info@furniturefriends.org. The position will remain open until filled. Furniture Friends is an Equal Opportunity Employer and encourages diverse candidates to apply.