



## Volunteer Engagement Coordinator Job Description

**Classification and Time:** Full-time, Non-exempt

**Hourly rate:** \$27.70 - \$28.30 DOE

**Hours:** 40 hours per week; some work on Saturdays required

**Benefits:** 100% Employer-paid health, dental, and vision per FUF Employee Handbook

**Reports to:** Volunteer Engagement Manager

**Date:** July 17, 2024

### **Position Summary**

The Volunteer Engagement Coordinator (VEC) serves as a liaison between FUF and the volunteers we rely on to complete our mission of planting and caring for as many new street trees and sidewalk gardens as possible in our priority planting zones. The VEC works under the supervision of the Volunteer Engagement Manager to recruit and coordinate volunteers for community tree planting events, tree care events, sidewalk garden plantings, and other volunteer work as needed. The VEC also assists the Community Outreach Coordinator in responding to public inquiry in a friendly and professional manner, maintaining project management systems, community organizing, and volunteer coordinating. The position is part of the community engagement team and regularly collaborates with staff, interns, volunteers, community organizers, and neighborhood groups. The Volunteer Engagement Coordinator often serves as the first point of contact for community groups and individuals curious about FUF community plantings.

The Volunteer Engagement Coordinator position currently operates in a hybrid model and will spend approximately 20% of their time working in the office in the Presidio, 20% working 'in the field' doing outreach activities in neighborhoods across the city, and 60% working remotely. All members of the Community Engagement team are expected to spend at least two days per week working in person, either in the office or in the field.

Success in this position requires a background in community organizing, education, or customer service and involves a combination of office and field work including driving company vehicles. Strong people skills are required along with high-level cultural competency. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **Details and Responsibilities**

#### **Partner communication**

- Educate San Francisco residents about the FUF community planting model and the benefit of urban greening to inspire participation in FUF programs
- Answer phone calls and email, responding promptly to complex questions and triaging urgent requests
- Deescalate potentially charged interactions and lead conversations towards collaborative conflict resolution
- Communicate accurate information with welcoming clarity, deep patience, compassion, and a sense of humor

- Track calls and contacts, using Salesforce and Google Sheets
- Distribute outreach materials to homes and businesses in person and via mailings

### **Volunteer coordination**

- Schedule and correspond with volunteers in support of FUF's greening activities, including tree planting, sidewalk gardening, and tree care
- Coordinate volunteer training and quarterly volunteer appreciation events
- Register volunteers at planting events
- Track relationships with volunteers in the Salesforce database and Google Sheets
- Keep track of supply inventory and ensure the event materials are prepared and packed
- Coordinate community tree planting, sidewalk garden and other event logistics
- Drive Friends of the Urban Forest vehicles responsibly and safely to work sites

### **Requirements**

- Experience in environmental justice organizing, community outreach, education, or customer service in San Francisco, particularly in historically marginalized and inequitably served communities
- A passion for urban sustainability and commitment to inclusive community engagement
- Comfort and skill in communicating and collaborating with diverse audiences
- Excellent verbal and written communication skills in English; Fluency in Cantonese and/or Spanish strongly preferred
- Working Familiarity with Google Office Suite, Salesforce CRM or similar platforms preferred
- Maintain a valid CA driver's license with a clean driving record
- Provide a Department of Justice record check and fingerprinting per California Penal Code section 11105.3 to be able to work with minors in the Green Teens Program

### **Work Environment**

While performing the duties of this job, the employee is regularly exposed to outdoor weather and working conditions. The noise level in the work environment is usually moderate. Office workspaces are often shared and employees should not have any expectation that they can be assigned a dedicated workspace.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, and crawling throughout the workday. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **How to Apply**

Friends of the Urban Forest is dedicated to anti-racism, gender inclusivity, and inclusion. As an equal-opportunity employer, FUF does not discriminate against any applicant or employee based on any status or characteristic protected by applicable laws or ordinances. Black, Indigenous, and People of Color are strongly encouraged to apply, and so are candidates dedicated to anti-racism, gender inclusivity, and inclusion. Pursuant to the San Francisco Fair Chance Ordinance, we will consider employment-qualified applicants with arrest and conviction records.

Interested and qualified candidates should email a cover letter and resume to [resume@fuf.net](mailto:resume@fuf.net) with the subject line 'Volunteer Engagement Coordinator Application'