



## Community Engagement Coordinator Job Description

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

**Hourly rate:** \$26.40 - \$26.95 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:** Community Engagement Manager

**Date:** June 2023

### **About Friends of the Urban Forest**

Since 1981, Friends of the Urban Forest (FUF), a premier San Francisco environmental nonprofit, has brought together communities throughout the city to plant more than 60,000 trees -- half of San Francisco's street tree canopy. Friends of the Urban Forest has a long history of integrating urban greening with civic engagement as a way to increase community health and resilience, combat the effects of the climate crisis, and promote environmental equity and social justice. Friends of the Urban Forest recognizes San Francisco's many communities and cultures and the diverse ways in which they connect with our urban forest. We also connect San Franciscans to nature and to each other.

This position at Friends of the Urban Forest would give you the exciting opportunity to be part of a growing and dynamic professional organization that has been creating a greener San Francisco for the last 40 years.

### **Position Summary**

Friends of the Urban Forest is seeking to hire a Community Engagement Coordinator to serve as a liaison between FUF and neighborhoods in which we plant trees, with the goal of increasing demand for new trees while building environmental equity and community connections. This includes 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. This position requires excellent verbal and written communication skills in English. Fluency in Cantonese and/or Spanish is highly preferred.

The Community Engagement Coordinator often serves as the first point of contact for community groups and individuals curious about FUF community plantings. 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. Black, Indigenous, and People of Color are strongly encouraged to apply and so are candidates dedicated to anti-racism, gender inclusivity, and inclusion.

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.

All FUF employees are required to be vaccinated against COVID-19 as a condition of employment. The Community Engagement Coordinator position currently operates in a hybrid model and will spend approximately 60% of their time working in the office in the Presidio, 20% working 'in the field' doing outreach

activities in neighborhoods across the city, and 20% working remotely. All members of the Community Engagement team are expected to spend at least three days per week on average.

## **Details and Responsibilities**

### **I. Stakeholder communication - 50%**

- 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

### **II. Program outreach and community organizing - 30%**

- Tabling at community events such as adopt-a-yard-tree events and farmers markets
- Coordinate events such as the annual New Beginnings Community Festival, in collaboration with Bayview-based community partners.
- Distribute outreach materials to homes and businesses in person and via mailings
- Track tree planting requests and resident data in Salesforce database

### **III. Volunteer coordination - 20%**

- Schedule and correspond with volunteers in support of FUF's greening activities, including tree planting, sidewalk gardening, and tree care
- Coordinate volunteer trainings and quarterly volunteer appreciation events
- Register volunteers at planting events
- Track relationships with volunteers in Salesforce database and Google Sheets

## **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
- Drive FUF vehicles responsibly and safely to work sites
- 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

**Studies have suggested that women and BIPOC applicants are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in the job description. If this role speaks to you, we encourage you to apply, even if you don't believe you tick all the boxes.**

## **Other Eligibility Requirements**

Friends of the Urban Forest has a policy that requires employees to be fully vaccinated against COVID-19. New hires will be asked to provide proof of vaccination on the first day of employment.

### **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 on the basis of any status or characteristic protected by applicable laws or ordinances.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and convictions records.

If you're interested and qualified, please email a cover letter and your resume to [resume@fuf.net](mailto:resume@fuf.net) and include your name and the job title you're applying for in the subject line.