



Volunteer Engagement Coordinator Job Description

Position Details

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: Volunteer Engagement Manager

Date: December, 2023

About Friends of the Urban Forest

Since 1981, Friends of the Urban Forest, 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

The Volunteer Engagement Coordinator (VEC) serves as a liaison between Friends of the Urban Forest (FUF) and the community and corporate 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, and community organizing.. 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 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 in the office on average.

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 announcement 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.

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.

Position Responsibilities

I. Volunteer Coordination - 50%

- 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 Salesforce 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 FUF vehicles responsibly and safely to work sites

II. Community and Partner 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
- Distribute outreach materials to homes and businesses in person and via mailings

Position Requirements

- Experience in environmental justice organizing, community outreach, education, or customer service, 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
- Ability to lift 40 pounds and perform physical labor required to load and unload event materials and equipment and set up for community events
- 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

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 workspace and cubicle assignments change from time to time, and employees should not have any expectation that any assignment is permanent.

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. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing throughout the workday. The employee must frequently lift and move items over 40 pounds, and may be required to load tools and planting materials into and out of truck beds and ascend/descend a ladder. While performing the duties of this job, the employee is regularly required to talk and hear. 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.

Black, Indigenous, and People of Color are strongly encouraged to apply, and so are candidates dedicated to anti-racism, gender inclusivity, and inclusion.

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

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