



Community Engagement Coordinator Job Description

Classification and Time: Full-time, Non-exempt

Hourly rate: \$24.00 - \$26.95 DOE

Hours: 40 hours per week including some Saturdays

Benefits: Full health, dental and vision per FUF Employee Handbook

Reports to: Community Engagement Manager

Date: January 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, maintenance of information systems, community organizing, and volunteer coordination. 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 both Cantonese and English.

The Community Engagement Coordinator often serves as the first point of contact for community groups and individuals curious about FUF community plantings. It 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 with approximately 40% time working in the office located in the beautiful Presidio of San Francisco and 60% time working remotely or in the field.

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 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%

- Table at community events such as street fairs and backpack giveaways
- 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 the southeast or the northwest neighborhoods
- 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 both Cantonese and English
- 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

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. Friends of the Urban Forest will consider all requests for reasonable accommodations based on applicants who have a (1) medical contraindication to the specific types of COVID-19 vaccines available, or (2) sincerely held religious belief or practice contrary to immunization.

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. 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.

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.