

F¹IRST GRADUATE

Community Engagement Coordinator/Manager

Position Overview

The Community Engagement Coordinator/Manager will play a critical role in achieving First Graduate's mission of helping students become the first in their families to graduate from college. Reporting to the Director of Development, and working closely with staff and volunteers, the Community Engagement Coordinator/Manager will be responsible for the ongoing development and implementation of the First Graduate volunteer program, community engagement opportunities, and foster partner collaboration (including corporate partnerships).

Diversity Statement

First Graduate is committed to building a culturally diverse staff that represents our student population; we strongly encourage applications from people of color and first-generation college graduates.

Main Responsibilities

Volunteer Recruitment, Engagement and Relationship Management

Lead and manage the First Graduate's volunteer program to ensure the highest quality of volunteer engagement

- Provide support and guidance to a community of 200+ volunteers annually
- Engage First Graduate staff and Identify goals and metrics for the volunteer program
- In collaboration with Program teams, recruit, on-board, train, manage, and have oversight of all volunteers
- Conduct ongoing assessment of volunteer activities and events to ensure high quality experiences for volunteers and effective programmatic outcomes
- Be the in-house expert on volunteer management. Keep abreast of new volunteer trends and successful models. Inform and train staff on volunteer best practices
- Manage volunteer database (Salesforce) to track volunteer events, hours, and trends
- Review volunteer applications and schedule interview calls with interested volunteers to see if their skills, interest, and experience are a good fit for upcoming volunteer opportunities
- Lead First Glimpse info sessions for new/interested volunteers and connect them to volunteer opportunities that are a good fit for them and FG students
- Engage First Graduate biggest supporters by creating monthly volunteer newsletter that highlight volunteer's impact, upcoming volunteer opportunities, and students stories/activities
- Oversee and engage a First Graduate College intern in a marketing projects that supports the volunteer program's engagement strategies
- Write monthly volunteer newsletter, write blog content about past and future volunteer events, create engaging social media content to increase our interaction with current and potential volunteers, and collect ongoing feedback from volunteers about their experiences with First Graduate
- Create activities that celebrate and recognize volunteers for their commitment

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Liaison with Program

Collaborate with program staff to create First Graduate's Volunteer Opportunities Calendar

- Work closely with Middle School, High School, and College teams in planning and hosting events requiring volunteer participation
- Strategically identify program opportunities for volunteer and community engagement in support of our mission and goals for students
- Serve as liaison between Coach 3.0 volunteers, college team, and college students and create events/activities that foster engagement

Corporate Partnerships and Development

- Initiate and strengthen relationships with key contacts at partner corporations to bring career development resources to First Graduate and create volunteer engagement and other opportunities for our partners
- Help build and develop the framework for First Graduate's corporate engagement program and deepen/initiate partnerships that are aligned with our mission
- Collaborate and support First Graduate's Development Director with fundraising campaigns including: creating and planning social media strategies, developing fundraising campaign themes and newsletters, thanking donors. pulling mailing reports, engaging volunteers, etc.
- Support the Development and Executive Director with strengthening First Graduate's brand by contributing ideas and collateral that reflect First Graduate's vision

Qualifications

- Bachelor's degree required
- 2 - 4 years of experience coordinating volunteer communities, including recruitment, training, onboarding, and managing
- Experience working with underrepresented communities and an understanding of the first-generation college student experience
- Strong interpersonal skills with the natural ability to connect people with causes and engage them to take action
- Strong critical thinking skills with the ability to analyze data, recognize trends, and drive strategy
- Ability to maintain and develop meaningful relationships with multiple stakeholders
- Skilled events coordinator who can plan and manage large and small-scale events
- Team-builder with the ability to work well with a wide variety of people, including volunteers, corporate, school, and community partners, students, and families.
- Excellent writing, presentation, and organizational skills
- Comfortable/adept with social media
- Ability to function as part of an intrapreneurial team
- Ability to manage multiple events, projects, roles at once
- Proven organizational and time-management skills
- Working knowledge of Salesforce
- Fluency with the Spanish language is a plus

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Additional Requirements

- Employment is contingent upon clearance of a criminal background check through the FBI and CA Department of Justice as well as clearance through the National Sex Offender Public Website.

Compensation

- \$50,000 - \$60,000 annual salary
- Comprehensive benefits package, including generous vacation (three weeks in first year, increasing to 5 weeks after 5 years), paid holidays (usually 15-18 days), two personal days each calendar year, office usually closed week between Christmas and New Year's Day, 10 days of paid sick leave each calendar year, fully paid medical/dental plans, and a 403(b) Plan.

To Apply

Please send cover letter, resume and three references (list their names, titles, organizations, emails and phone numbers – we will only contact them after the interview) to both: Terri Forman, Executive Director, tforman@firstgraduate.org and Mark White, Development Director, mwhitejr@firstgraduate.org. Applications will be accepted until March 10. Please note that due to the large number of applications received, only candidates who are invited to the first round interview will be contacted.

Non-Discrimination Policy

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity or expression, national origin, disability, age, or protected veteran status.

For more information about First Graduate please visit www.firstgraduate.org