Job Description

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<th>Job title</th>
<th>Volunteer and Community Engagement Coordinator</th>
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Position Summary

Rebuilding Together of Greater Charlotte (RTGC) is a 501(c)3 nonprofit with a mission of repairing homes, revitalizing communities, and rebuilding lives. RTGC brings our community together to address the affordable housing crisis, mobilizing contractors and volunteers from across the region to complete projects that make homes and communities safer and healthier for our neighbors.

The Volunteer and Community Engagement Coordinator strives to build trust and awareness among targeted client populations most in need of our services and activate the local community to get involved. Main responsibilities include engaging both skilled trades and unskilled volunteers to build our capacity through a number of opportunities, including hands-on repair work, ensuring volunteers receive a proper orientation to RTGC’s work and are placed with appropriate rebuilding projects based on skill/experience, implementing project evaluations to continuously improve the quality of volunteer experiences, as well as show our appreciation to volunteers for their service to our clients, representing RTGC in the community and building relationships with community groups and leaders, and identifying opportunities to collaborate with community partners to better serve our clients and communities.

Primary Responsibilities

Volunteer Coordination

- Conduct general volunteer outreach, including giving presentations to groups of various sizes, attending community meetings and other neighborhood events, and tabling at volunteer or community fairs.
- Design and conduct volunteer orientations and training, including both general volunteers and volunteers serving in special roles (see above).
- Match volunteers with projects based on availability and skill. Serve as the main point of contact with volunteers to ensure they have all necessary information before coming out to the project.
- Collaborate with staff to place volunteers with appropriate rebuilding projects, schedule projects and develop project timelines, get tools and materials on site, and other logistical concerns.
- Maintain the system for tracking current and interested volunteers; communications and intake; skill, interest, and availability; past project attendance and upcoming project registrations.
- Create continuous and sustainable engagement through a variety of media (social media, newsletter, and volunteer search engines, as well as brochures, flyers, and other printed materials). Contribute volunteer-focused content to tell the stories of our homeowners and the impact our volunteers and partners have had on their homes and lives.
• As a grassroots non-profit, all team members will have an active role in implementing larger rebuilding projects throughout the year. They will assist with project logistics several times throughout the year, including registering volunteers, checking in with volunteers throughout the project day, coordinating volunteer logistics such as lunches and bathrooms, assisting with set up/tear down, or taking photos.

**Community Engagement**

• Meet with community organizations, neighborhood associations, and other local leaders serving or working with our targeted communities or client populations. Represent Rebuilding Together at community forums, coalition meetings, etc. Through these means, identify ways to collaborate to meet the needs of clients, share best practices, partner on volunteer events, and build a strong client referral network.

• Develop and maintain community partnerships to support a strong pipeline of volunteers to participate in rebuilding events, including conducting research to identify potential partners, coordinating and participating in outreach meetings, and serving as the main point of contact with partners for volunteering matters.

• Interview or survey homeowners and volunteers after project completion to capture their experiences with Rebuilding Together. Report findings to the team and suggest solutions for improving our delivery of a high quality of services to homeowners and volunteer experience to volunteers.

• Pursue a robust client and volunteer outreach strategy that will increase awareness of our services among our target populations, including attending community meetings and other events; creating and distributing materials; contributing client- and volunteer-focused content for social media, newsletter, and website; presenting at community organizations and tabling at resource and volunteer fairs.

**Knowledge, Skills, and Abilities**

• Bachelor’s degree or equivalent work experience.
• At least two years of nonprofit experience preferred.
• Commitment to serving low-income and diverse communities.
• Impeccable organizational and project management skills, significant attention to detail and follow-through, and ability to work on multiple tasks in a growing and changing environment.
• Strong customer service background and mindset, including compassion and the ability to work with diverse individuals.
• Ability to be flexible and adaptable, to maintain professional and positive under stress, and to excel in a fast-paced environment.
• Excellent communication skills (both oral and written) and a demonstrated ability to communicate effectively with diverse groups.
• Excellent problem solver with attention to developing and improving systems to improve RTGC programs.
• Computer literacy in Microsoft Office applications and experience with Salesforce a plus.
• Must be able to work with a flexible schedule including weekends, particularly during April and October, including attendance at some organizational evening events and trainings.

**Physical and Other Requirements**

While performing the duties of this job the employee should be able to:

• Move materials weighing 20 lbs. pounds or more.
• Speak to groups of up to 50 constituents about Rebuilding Together’s work.
• Operate basic office equipment including computer, telephone, etc.
• Valid driver’s license and ability to travel independently from office to work sites and other events as required. If RTGC vehicle is not available, mileage will be reimbursed at the standard mileage rate set by the IRS.
• Due to the nature of the work and the proximity to at-risk individuals, COVID-19 vaccination is required for employment.

Compensation and Benefits

This is a full-time exempt position with a starting salary range between $40,000 to $50,000, depending on experience. RTGC offers health, dental, vision, and life insurance, paid vacation, holidays, sick leave, and a 4% matching 401(k).

Rebuilding Together of Greater Charlotte will provide equal employment opportunity without regard to race, color, gender, age, disability, religion, national origin, marital status, sexual orientation, ancestry, political belief or activity, or status as a veteran.

To apply, email a resume and cover letter to kamaria@rebuildingtogetherclt.org. Applications will be reviewed on a rolling basis until the position is filled.