Community Engagement Manager

Memphis, TN * Full Time (Flex and Hybrid Schedule Available)

Job Summary:
We are looking for an individual that has an interest in working in the nonprofit space, cares about children achieving their full potential, and wants to use their unique skills and talents to bolster the Fight for Literacy.

The Community Engagement Manager (CEM) will help further the mission of the Fight for Literacy and achieve our ambitious five-year goals by contributing as a highly valued, impact-creating member of the CFL team. The CEM will coordinate with all partners across the program: athletic teams, literacy partners, corporate partners, and individual literacy champions (fundraisers) to ensure quality partnership execution. As the main point of contact for partners, it is imperative that the CEM be an effective and timely communicator, as well as able to create and distribute resources for all partners to make partnership in the Fight for Literacy as simple and impactful as possible. The ideal candidate is an individual excited about expounding on the foundation of this role, executing on the vision, and systematizing their work to create institutional knowledge and sustainability of their work for years to come.

The CEM will report to the Co-Executive Directors with their direct manager being Chandler Ferguson, Co-Executive Director, Operations and Finance.

Our ideal candidate:
- Strong experience in partner/client management and a sales/fundraising background, ideally in the nonprofit sector
- Is seeking a mission-driven workplace that values efficiency, impact, flexibility, and growth
- Approaches their actions, words, and work with a keen focus on inclusion, diversity, equity, and accessibility
- Has enough confidence to question their boss but enough humbleness to know when they don’t need to say something
- Leads with humility in offering feedback and constructive criticism, assuming the best of each teammate and organizational partner
- Has a sense of humor
- Is a problem solver but knows when to ask for help, avoiding spending unnecessary wasted time
- Is deeply motivated by the impact of literacy and seeing children reach their full potential

About Coaching for Literacy:
Coaching for Literacy (CFL) is a Memphis-based organization that leverages the unique platforms of sports teams, businesses, and individuals across the nation to fuel literacy programs serving students in grades kindergarten through third grade. We are connectors bringing individuals closer to the issue of illiteracy, with a core belief that literacy is a fundamental right of every individual.
The Fight for Literacy is our flagship program and a national movement to ensure all children have access to well-rounded, effective literacy programs. Using the power and platform of sports, we raise awareness about literacy rates and inspire individuals to become champions of literacy. A "champion" is someone who uses their platform - whether it be an athlete, business, artist, etc. - to creatively fundraise for local elementary literacy programs.

Coaching for Literacy has partnered with more than 200 NCAA teams allowing us to grant over $1 million dollars and impact more than 40,000 students across the country in just 5 short years of the Fight for Literacy program. CFL’s five-year goals are to reach 100 Fight for Literacy Games with NCAA teams in one season and to create 50 DIY champions by 2027 with the desired impact being to create more low lift, high scale impact fundraising solutions that benefit our literacy partners.

We are a team of dedicated and passionate individuals driven by the belief that literacy inspires dreams, unlocks potential, and opens doors and are on a mission to see a world where all children reach their full potential through literacy. We are excited for you to join us in the Fight!

Position Details

Responsibilities:
- Manage partner needs and expectations: partner guidelines, case studies, PR/Marketing needs, promotional materials, etc.
- Oversee management of the fundraising platform and fundraising pages for all partners
- Prospect and recruit all types of partners (equally shared responsibility with Executive Directors)
- Oversee providing green “swag” to Fight for Literacy teams and champions
- Support operations with data collection, reports, inventory management, and creating/managing system efficiency
- Advise on the creation of digital marketing assets and collateral as needed
- Collaborate with contracted employees including but not limited to PR agency, graphic designers, photographers, and videographers
- Understand and shape the overall mission of Coaching for Literacy, including the brand, goals, and all other aspects of the organization

Qualifications:
- Exemplary verbal, non-verbal, and written communicator across all levels of team and partner management
- Strong empathy and listening skills
- Independent and critical thinking as well as self-motivation with strong intellectual curiosity, especially around defining and delivering outcomes and impacts
- Exceptional emotional intelligence with a consistent track record of successfully working with diverse personalities
- Proactively seeks constructive feedback and can share feedback with others in a way that inspires them to be their best
- Self-directed, can produce exemplary work with minimal supervision
- Demonstrates project management skills, including effective organization, efficient process management, and ability to structure ambiguous situations
- Maintains personable, intentional, and genuine working relationships internally and externally
- Proven experience working with projects from inception to completion (defining objectives, doing analysis, communicate results and recommend next steps)
- Knowledge through the attainment of a bachelor’s degree in business or a related field along with 3-5 years of general business/non-profit operations and/or partner management practices

**Compensation and Benefits:**
- Salary minimum: $60,000; to be commensurate with experience and skillset
- Time off: Discretionary Time Off Policy [explanation] + the recognition of major US holidays (upwards of 11 holidays each year)
- Health care: QSEHRA offered (monthly stipend)
- Retirement: SIMPLE IRA; monthly employer contributions of 2% not dependent on employee contributions

**Culture:**
- Hybrid work-from-home schedule available (technology will not be provided at this time)
- Headquarters in Memphis, TN and the candidate is expected to live in Memphis
- Working hours are 8 am – 5 pm M-F with a full work week defined as 37.5 hours, therefore there is flexibility in your schedule
- Occasional night and weekends required for various athletic and/or fundraising events
- Very limited travel requests
- Work is very important to us, but it is not our identity. We value family, friendship, hobbies, and mental/physical/spiritual health.

To apply, email your resume and a brief statement of interest (in the body of the email) to Chandler Ferguson at chandler@coachingforliteracy.org, with the subject line “Community Engagement Manager, [your name]”. Your statement of interest should explain your interest in the position and why you think you are the right candidate for the role, including your specific skills and experience that make you a fit. Coaching for Literacy will follow up with selected applicants to schedule an interview, at which time professional and personal references will be requested. Interviews begin June 1 and continue until the position is filled.

Coaching for Literacy is an equal opportunity employer.