



## **Community Outreach Manager** **Tuesday- Saturday**

BBBSCNW believes that diversity, equity, and inclusion among our colleagues is critical to our success as a social change organization and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool. Our goal is to be a workforce that is representative of the communities we serve.

**We are currently hiring a Community Outreach Manager.** The Community Outreach Manager is responsible: for creating, improving, and strengthening the relationship between the organization and the community. This involves planning, organizing, recruiting, and coordinating community outreach initiatives and public engagement programs. The Community Outreach Manager also develops content and supports partnerships with local agencies, organizations, and leaders that serve BBBS (Big Brothers Big Sisters) target communities. The community outreach manager will also supervise a small staff and oversee the budget and communication of outreach programs that promote the organization's projects, programs, and opportunities.

### **Position Responsibilities:**

- First point of contact for Mentors and Organizations.
- Schedule Mentor interviews for Enrollment staff.
- Reach out to Mentors on the “Ready To Be Matched” list bi-weekly via **phone call, text, email and postcard** and offer engagement opportunities when possible.
- Ensure Staff schedules align with weekly deliverables.
- Ensure staff delivers content to Development Team and Director of Operations for promotion and engagement.
- Be ready and willing to step into Match Support role if necessary for Community growth and support.
- Secure locations for Community events and trainings.
- Support Inquiry process as needed.
- Collaborate with Program Team for internal Community events (BBQs, Share the Season etc.)
- Co-create content for flyers, postcards, websites etc.

- Facilitate and collaborate with Match Support on fliers/posters at sites and their placement in the SW Washington and greater Portland area weekly.
- Present online/ In person **Orientation training** for Mentors.
- Respond to all program inquiries from Mentors and Organizations in a prompt and informative manner.
- Identify and implement strategies to recruit adult mentorship volunteers, particularly men and people of color under the direction of the Director of Community Engagement & Recruitment.
- Develop and implement new strategies and resources for increasing public awareness and recruiting volunteers.
- Practice a work/life balance.
- Implement recruitment plans in community, corporate, and institutional partnerships that can provide an ongoing supply of potential volunteers.
- Implement recruitment plans in schools, community based, and governmental organizations for youth and family recruitment.
- Assist CEO, Program, and Development departments; providing backend support for all partnerships that are managed by the CEO, CDO, Directors, and Corporate Relations Manager including the preparation of recruitment/partnership development materials.
- Maintain customer service at levels that meet or exceed expectations of corporate, school, and institutional partners.

#### **Job Requirements:**

- Bachelor's degree or equivalent combination of direct experience and lived experience.
- Passion for the mission and values of BBBS; alignment with the organization's values
- 3-5 years of direct supervisory experience; understanding of professional development framework and how to effectively manage early career professionals.
- Communicates effectively, expresses self clearly, assists in creating an environment conducive to open, honest and accurate exchange, listens genuinely, and exercises superior verbal and written skills.
- Proficient in MS Office: Word, Excel, & Outlook; Experience using Salesforce a plus.
- Full time schedule Tuesday – Saturday. Evening and weekend work required as needed.
- Bilingual English/Spanish preferred.
- Travel required. (Moderate Local, light National)

#### **What we offer:**

- Approved flexible hybrid work schedule
- Annual Salary Range \$50,000 - \$55,000 Exempt
- 100% employer-covered Medical, Dental, Vision and Life Insurance for employee
- Generous Paid Time Off, plus 9 holidays per year (floating as needed)

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties,*

*responsibilities, and required skills. Contents may be subject to change at any time to meet the needs of the organization.*

**Interested? Apply now!**

Please email resume and cover letter to [HR@bbbsnorthwest.org](mailto:HR@bbbsnorthwest.org). Due to the high volume of responses anticipated, we will only respond to candidates who are under consideration. No phone calls please. For more information about us, please visit: <https://itsbigtime.org/>.

We can't wait to meet you!

**Equal Opportunity Employer:**

At Big Brothers Big Sisters Columbia Northwest (BBBSCNW), we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and colleagues without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, military and veteran status, and any other characteristic protected by applicable law.

BBBSCNW is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.