



Position Title: Community Relations Coordinator

Overtime Status: Exempt, Full-time

Reports to: President/CEO

Direct Reports: None

Location: Kauai

PRIMARY PURPOSES OF THE POSITION

The Community Relations Coordinator (CRC) serves as the public face and spokesperson of Big Brothers Big Sisters on Kauai. The CRC provides high-level customer service for all functions of the organization. Major functions are volunteer recruitment, fund development, public relations, and marketing.

With regard to direct program services, the CRC works with the Kauai Program Team to assist with activities as an additional helping hand; and to have contact with the volunteers, youths, and families served.

The successful CRC will produce positive outcomes to include revenue raised, community development and regional board relations. The successful CRC will also contribute to positive outcomes in numbers of children served and the impact of such service, in coordination with the Statewide Team.

SPECIFIC DUTIES OF THE POSITION:

Administration

- Implements and enforces company policies and procedures to be in alignment with statewide efforts.
- Works with and engages the Kauai regional board of directors (regional board) to assist in raising funds, recruiting volunteers, and representing the organization to the public.

Resource Development

- Identifies and cultivates relationships with community and regional board members interested in BBBS who can provide an ongoing supply of potential volunteers and financial support.
- Supports the work of the regional board.
- Coordinates and executes written, phone, and face-to-face gift requests.
- Coordinates and executes any special events.
- Maintains donor and program records as mandated by BBBS Hawaii's recordkeeping policies and procedures.

Other

- Identifies and negotiates partnerships with agencies, employers and school districts.
- Participates in statewide staff and leadership team meetings with the President/CEO.

- Provides timely reports as required.

Actively participates in community meetings and events.

- Performs other related duties as assigned.

COMPETENCIES:

• **Customer Focus**—Meets the expectations and requirements of internal and external customers; gets first-hand customer information and uses it effectively to improve activities and services; talks and acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect; supports and welcomes diversity.

• **Sales/Marketing**- Ensures customers feel they have been listened to; establishes credibility quickly; creates and seizes opportunities to match customer interest with BBBSH options (partner, donor, volunteer, etc.); displays enthusiasm and commitment; maintains a positive “can-do attitude; answers detailed questions about BBBSH for the community.

• **Interpersonal Savvy**—Relates well to all kinds of people outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; diffuses difficult situations comfortably; doesn't show frustration. Uses strengths in this area to understand the strengths and weaknesses of others; asks good questions and applies critical thinking and assessment in making good decisions.

• **Results/Outcome Orientation**---Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures, monitors process and progress.

• **Approachability**—Is easy to approach and talk to; expends extra effort to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with others; builds rapport well; is a good listener.

• **Organizing**—Marshals resources to get things done; orchestrates multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process. Can prioritize quickly and effectively.

KNOWLEDGE AND SKILLS:

- Minimum Bachelor's Degree preferred.

- Two years of experience in marketing, public relations, special events and nonprofit fundraising preferred.

- Results orientated approach through high levels of organization, prioritizing, with excellent public speaking, presentation and writing skills.

- Proficiency in technical areas such as Microsoft OFFICE, including Word, Outlook, and Excel and able to manage office equipment (phones, faxes, copiers, computers, etc.).

- Demonstrated ability to think strategically and work collaboratively to motivate, inspire and focus.

- Excellent oral communication skills reflecting solid customer service both in-person by phone and virtually.

- Ability to relate well in multicultural environments.

- Willing and able to work irregular hours and have a flexible work schedule.

- Possess a valid driver's license and proof of insurance and able to use personal vehicle for local travel on agency business.

- Represent the program to the public in a positive and energetic manner.

ABILITIES & WORKING CONDITIONS: _____

- Able to lift 10 lbs.
- Able to use personal computer, telephone, fax, photocopier, typewriter, postage meter and related office equipment. Work will be done primarily in an office setting.
- Work Hours: Full-Time. Some evening/weekend work on occasion.
- Able to sit in meetings for long periods of time and to work effectively using a personal computer for long periods of time.
- Mental demands: Must be able to work with deadlines and process multiple projects simultaneously.
- Own a valid driver's license with access to a vehicle as some travel is required.

The above statements are intended to describe the general nature and level of work to be 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 to meet the needs of the organization.

Equal Employment Opportunity

Big Brothers Big Sisters Hawai'i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters Hawai'i may change the specific job duties with or without prior notice based on the needs of the organization.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

ACKNOWLEDGEMENTS

Creation Date: Revision Date: March 2021

Supervisor: I have approved this job description and reviewed with my employee.

Signature: Date:

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: Date:

Human Resources:

Signature: Date: