CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION

TITLE: Community Relations Coordinator
DEPARTMENT: Development / Communications
SUPERVISED BY: Communications Director
STATUS: Full-time / hourly / non-exempt
UPDATED: December 2021

Job Summary: This position is responsible for engaging community members, Catholic Parishes, Churches, and volunteers to further the mission of Catholic Social Services through volunteerism and engagement. This includes volunteer recruitment, orientation, training, evaluation, recognition, and tracking. The position reports to the Director of Community Engagement and works closely with CSS’s Programs and Development staff. Enlisting the input and involvement of colleagues and the community, this position identifies and implements opportunities for involvement between Catholic Social Services, its programs, the parishes, and other constituencies in the Anchorage area.

QUALIFICATIONS:

Competencies: Must be able to maintain confidentiality and treat all individuals with dignity and respect. Individual must have a sincere commitment to the mission of CSS, its programs, and the people they serve. Must be professional and represent Catholic Social Services in all settings with a gracious and positive attitude. Must have a strong work ethic, a positive attitude and work well as a member of a team. Must be flexible, dependable, possess good written and oral communication skills and demonstrate attention to detail and organization. This position will meet new supporters in their first step of the donor pipeline, and is responsible for creating positive experiences and strong interactions with supporters.

Education/Experience: High School Diploma required, Bachelor’s degree communication, public relations, or related field preferred. Experience in volunteer management, community engagement, customer services, or a related field required

Skills: Ability to communicate clearly both verbally and in writing. Must have strong computer skills (Windows, Outlook, MS Word, MS Excel, and MS PowerPoint).

DUTIES & RESPONSIBILITIES:

Volunteer Coordination

1. Data entry including processing new applications, making reports, and other tasks as needed.
2. Work with programs on maintaining volunteer hours
3. Work with HR on conducting background checks
4. Maintaining communication with potential volunteers through the application to program process.
5. Maintain current and archived volunteer files and databases.
6. Monitor the volunteer email and calendar.
7. Conduct volunteer orientation and follow up calls to new volunteers.
8. Assist in developing and updating training materials.
9. Create strong rapport and relationships with volunteers
10. Work with volunteers at the program level to gain a good understanding of volunteer duties and volunteer interests
11. Work closely with development to ensure all volunteers are being properly stewarded and given opportunities to support the agency further should they be interested
12. Provide event support with volunteer recruitment, day of organization, and appreciation
13. Develop and maintain a comprehensive recruitment, orientation, training, retention, and recognition plan
14. Ensure that all volunteers are knowledgeable and feel valued. Daily supervision of volunteer efforts is delegated to the team in the program where the volunteers are assigned.

**Community & Parish Engagement**

15. Serve as primary point of contact for all requests to volunteer/collaborate including, telephone, voicemail, email, and written requests and ensure a timely response.
16. In partnership with the communication team, develop and maintain appropriate collateral materials for recruitment of volunteers.
17. Promote CSS events and encourage participation within different church ministry groups, parish staff, and other key religious community groups
18. Work closely with Parishes in the Anchorage community to engage and educate groups, form relationships, and provide donation and volunteer opportunities
19. Engage with religious groups and communities. Work with groups such as, but not limited to: youth groups, women’s groups, Knights of Columbus, schools
20. Engage with Parishes during Holidays and other special events
21. Attend fairs, festivals, schools, corporations, etc. in promoting Catholic Social Services when appropriate and required.

**General:**

1. Valid driver’s license and vehicle insurance.
2. Maintain regular and reliable attendance.
3. Other duties as assigned.

**Physical Requirements:** Ability to lift 25 pounds.
**Training Requirements:** Attend Agency and department orientation. Attend all staff meeting and training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _______________________________ Date: ____________

Supervisor Signature: _______________________________ Date: ____________