



POSITION DESCRIPTION

Position Title: Community Outreach Coordinator	Status: Exempt, Full-Time
Reports To: VP of Operations	Location: Dunwoody, GA
Position Summary: The Outreach Coordinator plays a vital role in advancing the mission of Backpack Buddies of Metro Atlanta by building strong community connections and leading volunteer engagement. This person is responsible for driving communications related to volunteer engagement, recruitment, and placement, as well as Community Buddy customer service, School Contact engagement, Corporate Sponsor and Donor customer support, event coordination, and social media content support.	
Supervisory Responsibility: Volunteers	
Essential Job Duties and Responsibilities: Volunteer Management: ▪ Be responsible for planning, coordinating, scheduling, and managing all Volunteer program activities within the organization ▪ Assist with developing and maintaining a Volunteer training and orientation program ▪ Conduct recruitment sessions to recruit, educate, and select Volunteers ▪ Orient new Volunteers when they arrive for their shifts ▪ Lead and guide Volunteers through their shifts ▪ Assess the appropriateness and performance of Volunteers in a timely manner ▪ Maintain a calendar of Volunteer and service opportunities for the organization by proactively identifying weekly or monthly program work and event needs to keep Volunteers engaged throughout the year ▪ Respond to inbound inquiries related to individual Volunteering, group, or corporate Volunteering ▪ Drive youth Volunteer engagement opportunities, including but not limited to special sessions for groups, teen/mitzvah platform, and Honor Roll recognition program ▪ Drive and track compliance of all required paperwork - liability waivers, likeness release waivers, etc. ▪ Maintain appropriate program and Volunteer records and reports ▪ Coordinate facility tours for prospective Volunteers or visitors ▪ Other administrative and management duties as assigned Community Buddies: ▪ Support day-to-day communications with Community Buddy Champions ▪ Collaborate with Operations Coordinator to support Community Buddy scheduling and handle communications related to order and schedule changes ▪ Field and drive resolution of customer service inquiries from Community Buddies. ▪ Drive and track compliance with all required paperwork - Memorandums of Understanding, Pledge Sheets, Parental Release Forms, volunteer and demographics reporting, etc. ▪ Make periodic visits to Community Buddy packing sessions and food deliveries to express gratitude, gather feedback, develop and share best practices, and seek ways to optimize operations. ▪ Support Community Buddy periodic Zoom calls. ▪ Support the onboarding of new Community Buddies.	

- Participate in Community Buddy/School Committee

Schools:

- Support day-to-day communications with School contacts to educate them on our program, keep them engaged, and express gratitude.
- Field and drive resolution of customer service inquiries from School contacts
- Support the onboarding of new Schools.
- Make periodic visits to Schools to gather feedback, develop and share best practices, express gratitude, and seek ways to optimize operations.
- Participate in Community Buddy/School Committee

Donors and Corporate Sponsors:

- Assist the CEO in supporting day-to-day communications with Donors and Corporate Sponsors, including but not limited to expressing gratitude, exchanging key documents, and providing proof of performance.
- Share potential upsell and development ideas/opportunities to the CEO/Development Committee for follow-up.
- Field and drive resolution of customer service inquiries from Donors and Corporate Sponsors.
- Attend Development meetings to take notes and support next steps.

Events:

- Attend and support events as needed, which may include weekends or after-hours.
- Support the fulfillment of food drive programs/events.
- Assist with packing sessions.
- Recruit and engage event Volunteers for committee assignments and event planning
- The position requires travel as needed, especially with regard to events, along with travel across BPBMA's regional service footprint as needed.

Marketing:

- Become a vocal ambassador for our mission, able to clearly communicate what we do, how we do it, what we need, and how others can help to any audience.
- Participate in the Communications Committee.
- Support content capture for our PR and marketing efforts, with direction provided by Digital Marketing Contractor or equivalent personnel.
- Represent the organization at community events.

Minimum Requirements:

- Solid organizational skills with attention to detail, accuracy, and follow-through in an independent, responsible manner
- Skilled at facilitation and system collaboration, information sharing, and team building
- Interest in and energy for volunteerism, community building, and excellent customer service
- Basic computer literacy, to be able to produce program materials and track Volunteer hours
- Ability to represent Backpack Buddies of Metro Atlanta well
- Valid Georgia driver's license with vehicle insurance
- Availability outside normal business hours as needed

Essential Physical Requirements:

The essential physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable

individuals with disabilities to perform essential functions. While performing this job, the employee is regularly required to:

- Sit and stand for periods of time
- Able to lift and carry up to 25 pounds
- Stocking shelves, packing, and moving boxes

Education and/or Experience:

- High School Diploma or GED
- People management experience

Standards of Performance

- **Corporate Culture** - Understand and embrace the organization's mission, vision, and goals
- **Communication** - Demonstrate accurate, clear concise, and courteous internal/external verbal and written communication and presentations; demonstrate sound listening skills; represent Backpack Buddies of Metro Atlanta well in the community
- **Quality of Work** - Demonstrate accurate, neat, and thorough work; infrequent errors that have minimal or no negative impact on Backpack Buddies of Metro Atlanta
- **Quantity of Work** - Demonstrate sound work habits; work output and timeliness positively impact Backpack Buddies' overall performance
- **Dependability** - Complete assignments and meet deadlines, punctual and infrequent unplanned absences
- **Interpersonal Skills** - Maintain a positive and cooperative attitude; work harmoniously with others; demonstrate effective conflict resolution and welcome constructive feedback
- **Initiative** - Work independently, problem solve, identify cost efficiencies, assume additional responsibility, and offer support and assistance to others as appropriate
- **Adaptability** - Demonstrate flexibility and adaptability to changing priorities
- **Decision Making** - Demonstrate logical and sound judgment; ensure decisions are made at the appropriate level of authority
- **Ethics** - Adhere to Standards of Business Conduct; Demonstrate sound ethical principles in all situations; Comply with all food standards
- **Safety** - Always adhere to safety standards

Please send your resume via email to info@backpackbuddiesatl.org. Your resume should detail how your skills and experience fit the job description and requirements above.

Backpack Buddies of Metro Atlanta is an equal-opportunity employer. BPBMA prides itself in celebrating diversity and does not discriminate in any of its programs, policies, procedures, or employment practices on the basis of race, color, national origin or ancestry, citizenship status, religion, sex, pregnancy, childbirth or related medical condition, gender identity, sexual orientation, age, physical or mental disability.

Employee Signature

Date

Employee Print Name