



Community Relations Manager Job Description

Job Title: Community Relations Manager

Department: Development

Reports To: Chief Development Officer

FLSA Status: Exempt

Summary Under the supervision of the Chief Development Officer, the Community Relations Manager provides leadership to the organization by managing the direction and tone of its volunteer, sponsorship, civic, and community building programs and by overseeing the timely execution of their vision. They support the success of all programs at Habitat-Spokane by assessing volunteerism potential, recruiting, and filling volunteer roles, and by training our team members to effectively embrace and utilize volunteers. The manager ensures that all volunteer, sponsorship, community engagement needs at our organization are met and that volunteers at all levels are fulfilled by their involvement with the organization.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Strategic Direction

Develop and implement clear program objectives and expectations for all volunteer-related programs and sponsorships.

Work across teams to solicit needs, ideas, on-the-ground experiences and buy-in to the purpose and value of volunteers.

Research, explore and introduce best practices across disciplines (e.g., volunteer management, psychology, project management, etc.) that will continue to drive the sophistication, professionalization and impact of the organization's volunteer use and experiences.

Train staff members and supervisory volunteers in progressive volunteer management philosophy and tactics.

Evaluate, monitor, and reinforce trainings for continuous improvements.

Evaluate and monitor volunteer and sponsorship data, ensuring the health of our programs through continuous improvement as needed, with special attention to the retention of long-term volunteers.

Programs Management

Volunteer Crew Leader Program: With input from the construction team, re-establish training, monitoring and stewardship procedures for growing and professionalizing the organization's volunteer skilled leaders pool.

Service Members Program: Assist AmeriCorps and other long-term volunteer programs; recruit members, facilitate training/onboarding plan, support service member supervisors and comply with all reporting requirements.

Committees Program: Oversee committee support procedures to help the organization's volunteer-led operating committees thrive; train and support staff and volunteer committee chairs.

Habitat Store Volunteer Programs: Oversee the Spokane Habitat Store volunteer coordination and help to set direction and vision for all Habitat Store volunteer programs.



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Sponsorship Program: Coordinate, cultivate and provide prospecting for Sponsorship Volunteer groups to raise funds and increase engagement.

Building on Faith Volunteer Program: Coordinate, cultivate and prospect churches, congregations, and religious groups of all faiths to raise funds and increase engagement.

Cost of Home: Coordinate, cultivate and engage advocates in volunteering their voices for change and housing justice.

Other Programs: Identify, prioritize, and execute the formalization of additional programs to help meet organization and fundraising needs (e.g., Blitz Build, Collegiate Challenges, community service, office volunteers, Beloved Community, Campus Chapters, Over the Edge, etc.).

All program support: Organize appreciation activities not limited to: volunteer and donor appreciation events, supporting home dedications, ground breakings, blessing and wall raising, informal activities, holiday card writing, highlighting volunteers in communications etc.

Recruitment, Prospecting and Outreach

Working within the Fund Development Department, develop outreach and engagement strategies for fulfilling volunteer staffing needs in all areas of the organization; work closely with key staff members also responsible for volunteer and sponsorship recruitment (e.g., corporate partnerships, neighborhood engagement teams) to align goals, messaging, and opportunities.

Cultivate faith, civic, corporate sponsor groups at \$5K+ to meet all event and annual fundraising goals.

Represent Habitat-Spokane, its mission, and its opportunities to the community through presentations as needed; ensure consistent delivery of volunteer, sponsorship and advocacy orientations and presentations; organize necessary outreach activities.

Manage timely and professional responses to web, phone and in-person inquiries.

Oversee all volunteer recruitment platforms, databases and websites, e-communications, and community engagement.

Assist Chief Development Officer in implementing strategy for actively soliciting, increasing, engaging, and maintaining donors and volunteers.

Leadership and Teamwork

Acquire and maintain sound knowledge of the organization in order to accurately represent the organization in meetings and presentations.

With support from Chief Development Officer, evaluate and re-establish annual and long-term fundraising and volunteerism goals and benchmarks.

Maintain complete and accurate records in CRM system to facilitate institutional memory and open communications.

Champion teamwork, record/data maintenance and creative problem solving in all team members.



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Suggest and assist in staffing decisions for healthy and impactful growth of the volunteer, faith, and sponsorship programs teams.

Maintain a "team first" outlook, supporting the success of the team and the mission in attitude, ideas, and actions; lead by example and with active, creative input for growing and improving the organization.

Contribute enthusiastically to all organization events, helping as necessary with set up/take down, management, networking, various tasks, etc.

Engage with all members of team, program participants, and core volunteers and donors.

Develop and maintain dashboards and metrics to provide analysis on fundraising and engagement performance.

Supervise and mentor Volunteer Coordinators.

Attends Habitat-Spokane events.

Represents Habitat-Spokane during community projects and at public, social, and business gatherings.

Promotes the Mission of Habitat-Spokane.

Supervisory Responsibilities

Oversees the volunteer coordinators in accordance with the organization's policies and applicable laws. Responsibilities include training volunteers: planning, assigning, and directing work; addressing complaints and resolving problems.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens



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to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilize others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educate others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.



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Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritize and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.



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Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- 3-5 years' experience fundraising, sponsorship cultivation, and volunteer management.
- Solid understanding of donor management software and data input and reporting best practices.
- Ability to work independently and collaboratively to achieve goals.
- Excellent communication skills, including the ability to write and speak clearly and effectively, to listen actively, and to engage, inspire and persuade.
- Excellent organizational skills, detail-oriented, and able to balance priorities.
- Proficiency with office technology and information systems (including Word, Excel, Outlook) and donor databases.
- Bachelor's degree in related field or equivalent work experience.

Language Skills

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual must have experience using the following software at a proficient level: Adobe Acrobat, Microsoft Office, Outlook, Excel, and Word. Experience in Raiser's Edge, Volunteer Management Software such as Volunteer Hub.

Certificates, Licenses, Registrations

Current driver's license.

Other Qualifications

Habitat-Spokane calls all employees to serve its mission and adhere to the organization's philosophies. Habitat seeks to put God's love into action by bringing people together to build



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homes, communities, and hope.

Physical Demands

The physical demands 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 the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

