



BIRMINGHAM

Engagement Coordinator

Position Title: Engagement Coordinator

Reports To: Senior Director of Communications

Classification: Salaried/Exempt

Salary Range: \$35K - \$49K

Position Summary:

The Engagement Coordinator is responsible for supporting the team in delivering on REV's primary core value: community leads > design feeds. An enthusiastic team player with strong project management skills and high emotional intelligence, the Engagement Coordinator will engage with diverse stakeholders and use community input to help shape projects. In support of project goals, the Engagement Coordinator will design and implement engagement strategies in partnership with the appropriate team member(s); plan and execute program or project-related meetings and events; produce original content including flyers, surveys, social media and blog posts to engage the intended audiences; develop and manage project schedules and deliverables; and provide consistent internal updates to project leaders.

Specifically, the Engagement Coordinator will support the CEO in project management of certain initiatives related to district planning and strategic growth. The Engagement Coordinator will facilitate organizational efficiency by coordinating communication between the CEO, communications team, other REV team members and certain external constituencies in support of these initiatives.

Critical Roles:

- Work with REV project leads to define project goals, identify stakeholders, develop project plans, design project tracking tools, execute plans, and report on milestones;
- Support the President & CEO, and others, in convening stakeholder groups, designing and facilitating strategies for engagement, and creating content that reports the input and feedback received back to the community;
- Work with Senior Director of Communications and program staff to develop and implement strategic communications plans and materials to achieve program, project, and general organizational goals;

- Work with Senior Director of Communications and program staff to develop and implement community engagement strategies that will help shape REV projects and programs, set and achieve project goals, and support REV's overall organizational goals;
- Assist in planning, organizing, executing, and managing volunteer/staff for special events that support project goals as developed;
- Analyze and report on engagement efforts and project outcomes using SurveyMonkey, Google Analytics, Mailchimp analytics, social media analytics, and other appropriate data sources;
- Record work in Monday.com, Salesforce, Sharepoint and/or other applicable software or reports as a means of documenting work completed, assessing effectiveness, and maintaining a current and accurate contact database for REV;
- Perform other duties as assigned.

Knowledge, Skills, and Abilities:

1. Demonstrated project management skills, including knowledge of project management systems and tools;
2. Proven ability to communicate effectively, both orally and in writing, using a thorough knowledge of English grammar, spelling, and punctuation rules;
3. Proficiency in providing concise, thorough and articulate reports and presentations to a variety of audiences in both oral and written form;
4. Ability to prioritize responsibilities, delegate tasks and efficiently manage time independently to accomplish a variety of duties;
5. Ability to manage workflow and analyze and support strategy decisions;
6. Willingness to learn, experiment with and potentially adopt new programs to enhance REV's effectiveness;
7. Effective computer skills (Proficient in Windows and Outlook required; Microsoft Word, PowerPoint and Excel experience preferred; Salesforce preferred);
8. Friendly, timely customer service and follow-up;
9. Ability to regularly make good decisions and exercise good judgment at all times, particularly when communicating with parties outside of REV;
10. Ability to collaborate with and motivate team members and external stakeholders in successfully accomplishing the strategic goals of the organization;
11. Ability to practice an appropriate level of confidentiality.

Physical Requirements:

Requires the physical mobility to sit and walk for moderate periods of time and to occasionally carry or lift objects weighing up to 40 pounds. Reasonable accommodations may be provided as necessary.

Qualifications:

1. 1-3 years' experience in positions involving similar job responsibilities;

2. Economic and/or community development experience preferred;
3. Bachelor's degree preferred but not required;
4. Ability to effectively manage projects and make informed decisions to maximize results in alignment with organizational goals;
5. Creative thinker, skilled problem solver, resourceful and outcome-oriented;
6. Ability to meet or exceed performance goals;
7. Organized and productive, with an ability to plan and execute events, utilizing good attention to detail and time management skills;
8. Hard-working with a positive attitude and willingness to accomplish the task at hand, being flexible when needed to meet the needs and goals of the organization;
9. Ability to prioritize responsibilities, complete tasks and efficiently manage time independently to accomplish a variety of duties, with limited oversight from REV management;
10. Ability to work nicely, effectively and professionally with diverse populations;
11. Proficiency in typical office procedures and routines, and with office equipment;
12. Flexibility to facilitate / participate in meetings and events outside of core business hours (i.e. nights, weekends, etc.); and
13. Valid driver's license for traveling between local businesses, organizations and other locations as necessary.

Interested candidates should email a resume and cover letter to Julie McKinney, Senior Director of Communications, at jobs@revbirmingham.org.