



Outreach Coordinator Job Description

Updated: November 2019

Overview

The ToolBank is searching for a unicorn! Our staff is small, dynamic, tight-knit, and deeply dedicated to our core mission. Our work is diverse. In any given day, ToolBankers could fix a lawn mower, host an environmental education field trip for 1st graders, speak on a panel about social justice and help load 250 chairs into four mini vans in the rain. We are looking for someone who will be energized by all of the above to some degree.

The candidate who lands this job will be passionate about social justice and have enthusiasm for our tool lending program, which implies physical work, interaction with our partners, tool loading and unloading and minor repairs. And good news: no one on staff at the ToolBank needs to hit the gym after work! Our core program gives us plenty of exercise. While this position is focused on performing outreach to diverse audiences, half of the time will be dedicated to our tool lending program. Candidates should be interested in both before applying.

Purpose of Position:

The Outreach Coordinator serves as the primary point of contact for our volunteer and environmental education programs. This includes curriculum development and refinement, outreach to volunteer and education audiences, and scheduling of field trips, tours and volunteer projects. This role also serves as a support position for the tool lending program.

The Outreach Coordinator will work with the Program Manager and Executive Director (senior staff) to: cultivate and manage a robust volunteer program; build relationships with educators; provide co-leadership and general support for ToolBank volunteer projects; assist the Program Manager in facility maintenance; pursue leads for environmental grants. This position reports to the Executive Director.

Time Commitment:

This will be a full time, non-exempt position. Schedule will be determined by the Executive Director, but will generally be Monday-Friday during standard business hours. Some Saturday and evening hours will be required with notice.

The Outreach Coordinator will be responsible for:

Environmental Education Program



- ◆ Establish and maintain robust, multi-level environmental education curriculum relevant to on-site sustainability features
- ◆ Perform outreach to education audiences including schools, organizations and businesses to schedule field trips and tours
- ◆ Pursue grant leads relevant to environmental education (note: grant writing is not necessarily a function of this position, but grant research is)
- ◆ Host environmental education field trips and tours with range of audiences and ages
- ◆ Research plants and pollinators found in ToolBank rain gardens to inform environmental education curriculum
- ◆ Maintain stormwater management features in coordination with senior staff
- ◆ Serve as point of contact for all inquiries and appointments for the environmental education program

Volunteer Programs

- ◆ Serve as main point of contact for individual and group volunteer inquiries
- ◆ Co-manage volunteer projects with senior staff, including planning, preparation and completion of projects
- ◆ Maintain accurate volunteer files and database
- ◆ Co-plan and execute volunteer appreciation initiatives

Warehouse Operations Support

- ◆ Active fulfillment of tool orders, including pulling of tools from shelves and loading as appropriate with partners
- ◆ Preserve ToolBank inventory in keeping with best practices under guidance of Program Manager
- ◆ Maintain effective warehousing logistics for tools and materials, donated items, and any other items going into and out of the warehouse
- ◆ Process tool and material donations and help determine appropriate program distribution
- ◆ Maintain accurate records of agency transactions and evaluative data
- ◆ Provide courteous, prompt service to all volunteers, customers, community partners, and visitors

Administrative Duties

- ◆ Respond to phone call and email messages in timely and appropriate fashion, including confirmation of new orders, communication of order details, and general response to inquiries
- ◆ Convey messages to other staff members in timely and appropriate manner
- ◆ Help answer incoming phone calls in coordination with Program Manager
- ◆ Generate ideas for marketing and social media posting relative to tool lending, environmental education and volunteer programs

Special Projects



- ◆ Provide leadership and project planning for events relating to the ToolBank warehouse
- ◆ Pursue opportunities to enhance program as designated by Executive Director

Qualified Candidates Will:

- ◆ Possess an Associate's, Bachelor's or Master's degree in a related focus *or have equivalent field experience. A degree is not required for this role.*
- ◆ Understand and commit to the Baltimore Community ToolBank Mission, Vision and Value Statements.
- ◆ Possess *exceptional* written and verbal communication skills.
- ◆ Possess basic proficiency in Microsoft Office Suite.
- ◆ Be able to lift 40 pounds.
- ◆ Have prior work experience.
- ◆ Have ability to interact with volunteers, clients, staff and board members in a friendly, courteous and professional manner.
- ◆ Participate in ToolBank fundraisers as staff member.
- ◆ Take part in ToolBank USA committees as relevant.
- ◆ Use tool tracking system (LFNT or other), Salesforce, Outlook and other software programs as required. Training for Toolbank-specific systems will be provided.
- ◆ Perform other reasonable duties as assigned.
- ◆ Undergo a background check and meet standard for working with public school students.
- ◆ Will provide three school or job-related references.

Special Notes:

- ◆ Mileage reimbursement will be available at the standard federal government rate for all work-related travel.
- ◆ Candidate must be comfortable working in a non-climate controlled environment up to 25% of working time.

Compensation & Benefits

Salary Range: \$34,000 - \$38,000 - commensurate with experience.

The Baltimore ToolBank offers competitive wages and an excellent benefits package including healthcare, health savings account, paid holidays and sick leave, 401K matching and paid time off accruals.

Application procedure

Interested applicants will compose a cover letter and forward it with their resume to:

Noah Smock, Executive Director

noah.smock@toolbank.org

Use email subject line: Outreach Coordinator Position