



Position: Operations and Outreach Coordinator

Mission: the Service Board (tSB) mentors teens to conquer personal and cultural challenges through outdoor adventure and public service.

The Organization: tSB fosters strong and connected communities by instilling in high school-age youth a deep sense of life purpose, an ethic of public service, and a conviction in their abilities to shape the future. Operating in traditionally under-served and institutionally neglected neighborhoods that lack sufficient community programs and safe public spaces, tSB reaches vulnerable youth and facilitates opportunities to unlock their potential.

Position Description: Reporting to the Executive Director, the Operations and Outreach Coordinator position is critical to the success of the Service Board and will be responsible for program logistics and outreach, improving operational systems, social media communications, and administrative tasks. This position will work closely with a tight team of hard-workers both in the office and at our various program sites. Availability to work on some evenings and weekends is required to meet the needs of program.

Duties and Responsibilities:

Outreach Coordination: *Responsible for the overall recruitment, coordination, and retention of tSB students, mentors and volunteers. Promote tSB through social media channels, appeal mailings and events. This includes but is not limited to:*

- Coordinate with school staff and community members, other youth and family service system providers to maximize student participation, healthy development and resources for community collaboration
- Act as the main point of contact for youth and their families before and during program. Lead recruitment of youth while representing the organization to the community and other service providers
- Act as the main point of contract with potential adult volunteers in the community before and during program. Lead recruitment of volunteer mentors to reflect the needs of the student participants
- Plan and coordinate relevant program participant trainings that ensure safety and foster community building and leadership development for all
- Provide support and leadership to adult mentor volunteers and assist in programmatic coordination and development
- Responsible for maintaining and tracking program supply inventory
- Manage and train staff and volunteers on the risk management policy and protocol. Including regular updates to the policies that reflects shifts in program and environment
- Research and reserve program site locations and necessary logistics



Operations Coordination, Marketing and Communications: *Improve operational systems, data integrity and management. Support reporting needs for donor relations, program statistics, and event management. Specific activities include:*

- In partnership with the Executive Director and Development Coordinator, design tSB's annual report, event invitations, recruiting materials, and mailings. Make regular social media posts on Twitter, Instagram, Facebook and through our e-newsletter
- Maintain web-based content and relevancy of information on the website
- Work with staff to manage participant applications, release/insurance forms, financial aid information, volunteer background checks and snowboard gear rentals
- Track program attendance and service hours in Nationbuilder for reporting purposes
- Work with staff to conduct evaluation of programs and support outcome reporting processes
- Coordinate and lead quarterly risk management and program quality committee meeting with board members, staff and community volunteers
- Manage Nationbuilder, store program participant, donor, and volunteer information. Update frequently and run necessary reports
- Manage Service Board email accounts and phones
- Manage office supplies and technology
- Manage reimbursements, accounts payable, expenses and income. Run monthly reports to ensure metrics are met and budgets are stable
- Send thank you notes to donors with dates and amount given

Desired Qualifications:

- 1-3 years working as a Youth Development professional in the Puget Sound region
- Leader and strategic thinker who recognizes when to advocate strongly for investments in organizational goals and objectives
- Team-oriented with a strong ability to collaborate, empower, and support your fellow employees in a small fast-paced organization
- Strong administrative skills and value timely, concise and efficient data entry and utilization.
- Interested in working with incredible people dedicated to social justice, community, outdoor adventure and public service
- Possess excellent persuasive verbal and written communication skills
- Strong facilitator who loves the challenge of working with and managing a diverse group of program participants

Compensation and Timeline

- 32-40 hours per week
- \$16-\$18/hour DOE. Medical, dental, sick leave and vacation time included. Season passes to the Summit at Snoqualmie and Stevens pass available.
- Cover letter and resume are due March 19th, 2016 and can be emailed to jobs@theserviceboard.org. Questions can also be emailed to jobs@theserviceboard.org or by calling 206.324.7771