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## Community Programs Coordinator

**Schedule:** This is a full-time position that follows a 40-hour work week with the possibility of partial remote work. Typical hours are Monday-Friday during daytime hours, with some work required on occasional evenings, holidays, and weekends.

**Compensation:** Hourly, non-exempt, position starting at \$20-\$22/hr, depending on experience.

### POSITION SUMMARY:

The Community Program Coordinator collaborates closely with and reports to the Executive Director to develop and promote innovative community and volunteer programs aligned with the center's mission. Key responsibilities include overseeing volunteer management and retention, coordinating events and outreach activities, creating initiatives to enhance community awareness of LTWC's programs, and managing all social media accounts and campaigns.

### WHO WE ARE:

Lake Tahoe Wildlife Care, Inc. (LTWC) is a 501(c)(3) tax-exempt organization whose function is to rescue, rehabilitate and release orphaned and injured wild birds and mammals. LTWC operates under permits issued by California Fish & Wildlife and the United States Department of the Interior Fish & Wildlife Service. Our 27-acre location includes multiple wildlife enclosures and a new multi-purpose administration and animal care hospital building.

### PRIMARY RESPONSIBILITIES:

#### Volunteer Coordination

- Oversee and manage the complete volunteer and internship lifecycle, overseeing recruitment, onboarding, development, recognition, celebration, and program sustainability.
- Develop a recruitment strategy to attract qualified candidates, conduct interviews, provide training, and facilitate volunteer placements.
- Work directly with management to determine volunteer needs, roles, projects, and responsibilities
- In partnership with program staff, provide constructive feedback to volunteers on an ongoing basis and when necessary, follow LTWC's disciplinary protocol to correct volunteer behavior up to and including dismissal from the volunteer program
- Ensure that LTWC's database holds complete and accurate information for all volunteers including contact information, emergency contact information, training progression, volunteer hours, etc.
- Organize volunteer appreciation efforts including small recognition activities (thank you notes, online shout-outs, etc.), cumulative service awards, and annual volunteer celebration events

#### Community Engagement

- In partnership with the Executive Director, explore and develop new events and community programs as a way to enhance engagement, raise community awareness and generate new revenue
- Coordinate event logistics, including, catering, entertainment, signage, technical support and production, content, transportation, registration, and coordinating with partner organizations
- Maintain a calendar for outreach events, and work closely with community partners to plan and

execute various outreach events

- Collaborate to increase the impact of current programs through expansion to new focus communities and track the project through completion
- Develop processes to seek input from community members to understand perspectives and values, identify gaps in desired wildlife services, and increase opportunities for education about our wild neighbors
- Collaborate with the Executive Director to manage and curate engaging content for LTWC's social media accounts, including Facebook, Instagram, and other platforms as directed. Ensure a consistent and dynamic presence through the creation of graphics, videos, and written content.
- Develop, plan, and execute social media campaigns that align with the organization's objectives

#### **General Administration Support**

- Maintain timely and professional correspondence with staff and volunteers, partners, and the public via phone, email, and in-person interactions
- Collaborate with internal and external partners to design, promote, and sell merchandise including apparel, accessories, and other promotional items.

#### **REQUIRED QUALIFICATIONS AND COMPETENCIES:**

- Bachelor's degree in business administration, communications, marketing, or a related area
- Two or more years of progressively responsible experience in management, ideally in a nonprofit organization
- Excellent time and project management skills
- Ability to work in a team-based environment with internal and external partners
- Strong verbal and written communication & customer service skills
- Punctual, detail-oriented, professional, and dependable
- Ability to foster teamwork, lead by example, approach problems in a solutions-oriented manner, and create a positive work environment through appropriate and timely communication
- Successful applicants will be required to pass a background check including motor vehicle records

#### **PHYSICAL REQUIREMENTS:**

- Must be able to occasionally lift up to 50 lbs
- Must be able to stand for long periods of time

#### **PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Familiarity or experience working in wildlife education and/or rehabilitation
- Certificate in Volunteer Administration preferred
- Bilingual

#### **HOW TO APPLY:**

**Applications will be reviewed on a rolling basis**, with priority given to those submitted by February 11th, 2024. Please apply via our [online application form](#). Contact [info@ltwc.org](mailto:info@ltwc.org) with any questions.

*Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We encourage you to apply, even if you don't believe you meet every one of our qualifications described.*

**Equal Opportunity Employer:** We are an equal opportunity employer and value diversity in our organization. We do not discriminate on

the basis of race, religion, color, national origin, sex, gender, gender expression, sexual orientation, age, marital status, veteran status, or disability status.