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| Job Title: | Community Outreach Manager | Job Category: | Administrative |
| Department/Group: | External Affairs Department | Job Code/ Req#: | |
| Location: | Richmond, TX | Travel Required: | Yes |
| Level/Salary Range: | Salaried, nonexempt | Position Type: | Full-time |
| HR Contact: | | Date posted: | Click here to enter a date. |
| Will Train Applicant(s): | Yes | Posting Expires: | Click here to enter a date. |

Job Description

ROLE AND RESPONSIBILITIES

The Community Outreach Manager will provide operational support to the External Affairs department by coordinating and executing various initiatives to expand the Fort Bend Women's Center stakeholder community, increase the organization's visibility, engage & educate volunteers & advocates, and assist in raising funds and awareness for the resale program. Under the direction of the Community Outreach Director, the Community Outreach Manager will provide leadership, coordination, and consultation for all volunteers & outreach activities and provide support to resale operations by overseeing pop-up shops and donation drives.

This role has primary responsibility for:

COMMUNITY & VOLUNTEER ENGAGEMENT:

- Organize and implement direct service training to educate staff, volunteers, and the community.
- Assess needs for volunteer assistance across all departments.
- Identify potential partners, organizations, and individuals to collaborate with for promotional events, donations, and sponsorships.
- Establish and maintain relationships with local businesses, community groups, and individuals by representing the agency in community events and networking meetings to solicit and secure donations.
- Coordinate and oversee donation drives, including planning, logistics, and promotion.
- Prepare regular reports on outreach efforts, pop-up shop results, and recommendations for future initiatives that showcase the success and community engagement of the resale program.

RESALE SUPPORT OPERATIONS:

- Plan and coordinate the setup of pop-up shops at various locations, including securing suitable venues, negotiating contracts, and obtaining necessary permits.
- Coordinate staffing needs for each pop-up shop, including volunteers, ensuring adequate coverage for a successful event and maintaining a positive environment.
- Collaborate with the marketing team to develop a strategic plan for promoting pop-up shops through various channels, such as social media, newsletters, and local advertising.
- Maintain accurate records of outreach activities, partnerships, and pop-up shop details, including expenses, attendance, and sales figures.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree in marketing, communications, business, or a related field (preferred).
- 5 or more years of proven experience in outreach, event planning, volunteer management or sales roles.
- Strong interpersonal and networking skills with the ability to build and maintain relationships with diverse stakeholders.
- Excellent written and verbal communication skills.
- Detail-oriented and highly organized, capable of managing multiple projects simultaneously.

- Ability to work independently and as part of a team, demonstrating flexibility and adaptability.
- Proficiency in using technology, including point-of-sale systems.
- Knowledge and passion for sustainable fashion, resale, and non-profit work is a plus.
- Must be able to lift 40 lbs. or more and able to get on a 2-step ladder; ability to reach, bend, or stoop.
- Travel is required in greater Harris and Fort Bend County areas.
- Have a valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Satisfactory completion of criminal background checks and drug screening.
- Flexibility to work evenings and weekends as needed for events.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, using active listening.
- Prioritizes/plans work activities using time efficiently, plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and a wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively; edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies the appropriate person with an alternate plan.

Employee Signature: _____

Date: _____