



Position Title:

Community Relations Coordinator

Reports to: President/CEO

Location: Kauai (must reside on Kauai Island)

Overtime Status: Exempt, Full-time

Direct Reports: None

SPECIFIC DUTIES OF THE POSITION

Administration

Implements and enforces company policies and procedures to be in alignment with statewide efforts. Works with and engages the Kauai regional board of directors (regional board) to assist in raising funds, recruiting volunteers, and representing the organization to the public.

Resource Development

- Identifies and cultivates relationships with community and regional board members interested in BBBS who can provide an ongoing supply of potential volunteers and financial support.
- Supports the work of the regional board.
- Coordinates and executes written, phone, and face-to-face gift requests.
- Coordinates and executes any special events.
- Maintains donor and program records as mandated by BBBS Hawaii's recordkeeping policies and procedures.

Other

- Identifies and negotiates partnerships with agencies, employers and school districts.
- Participates in statewide staff and leadership team meetings with the President/CEO.
- Provides timely reports as required.
- Actively participates in community meetings and events.
- Performs other related duties as required.

COMPETENCIES

- **Customer Focus**— Meets the expectations and requirements of internal and external customers; gets first-hand customer information and uses it effectively to improve activities and services; talks and acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect; supports and welcomes diversity. Creates and seizes opportunities to

match customer interest with BBBSH options (partner, donor, volunteer, etc.); displays enthusiasm and commitment; maintains a positive “can-do attitude; answers detailed questions about BBBSH for the community.

- **Interpersonal Savvy**— Relates well to all kinds of people outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; diffuses difficult situations comfortably; doesn’t show frustration. Uses strengths in this area to understand the strengths and weaknesses of others; asks good questions and applies critical thinking and assessment to make good decisions.
- **Results/Outcome Orientation**— Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures and monitors process and progress.
- **Approachability**— Is easy to approach and talk to; expends extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with others; builds rapport well; is a good listener.
- **Organizing**— Marshals resources to get things done; orchestrates multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process. Can prioritize quickly and effectively.
- **Sales & Marketing**— Ensures customers feel they have been listened to; establishes credibility quickly; creates and seizes; implements a results-oriented approach through high levels of organization, prioritization, public speaking, presentation, and writing skills.

ABILITIES & WORKING CONDITIONS:

- Able to lift 10 lbs.
- Work will be done primarily in an office setting.
- Work Hours: Full-Time. Some evening/weekend work on occasion. Willing and able to work irregular hours and have a flexible work schedule.
- Able to sit in meetings for long periods of time and to work effectively using a personal computer for long periods of time.
- Mental demands: Must be able to work with deadlines and process multiple projects simultaneously.
- Must have a valid driver’s license with access to a vehicle, as some travel is required.

Equal Employment Opportunity

Big Brothers Big Sisters Hawai’i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters Hawai'i may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: July 17, 2023 **Revision Date:** N/A

Supervisor: *I have approved this job description and reviewed with my employee.*

Signature: Date:

Employee: *I have reviewed this job description with my supervisor and acknowledge receipt.*

Signature: Date:

Human Resources:

Signature: Date: