



**Position Title:** Client and Community Engagement Coordinator

**Reports To:** Director of Events and Client Engagement (DECE)

**Status:** Exempt, Full Time

**Compensation:** \$45,000-\$48,000 annual salary, with benefits.

### **Events Coordinator – Position Summary**

The Client and Community Engagement Coordinator assumes responsibility for the planning, coordination and execution of all FLY fundraising events, including two annual marquee events and 10-20 Why FLY fundraising gatherings. This position will work directly with the Director of Events and Client Engagement, capturing the department's vision for each event and executing events to completion with creativity, resourcefulness and attention to detail. The Client and Community Engagement Coordinator is part of a larger Development team of 7 people and will work most closely with the Director of Events and Client Engagement (DECE), as well as the Development Associate and Director of Communications, to help brainstorm, plan and create exemplary fundraising experiences for FLY stakeholders and donors.

Our ideal candidate will be a team player with strong work ethic, presence and time management, a collaborative multi-tasker, and a consummate professional in all matters of vendor, stakeholder and volunteer relations. S/he will already have events coordination or management experience and ideally be familiar with the juvenile justice population, have experience working with and a passion for juvenile justice impacted youth. Other duties include developing and managing event-related activities and timelines; recruiting and assigning roles to volunteers and FLY staff participating in events; attending activities and events; implementing project protocols; analysis and collection of attendance data in collaboration with Development Associate; providing event debriefs and feedback to team and volunteers; and stewarding the events budget with oversight from the DECE.

### **Primary Responsibilities:**

- Plan with the DECE, Development team and agency to create vision for and produce all fundraising events while managing project delivery elements within time limits, including but not limited to: 2 marquee events and 10-20 Why FLY's, corporate sponsorships and other fundraising/development events
- Provide support to the DECE with Speech Committee including but not limited to: Room reservations, catering, maintain ongoing one on one meetings with youth, case management, and helping with transportation of youth
- Follow the vision of the DECE, Development team and agency to execute events to completion, with creativity and within parameters of allotted budget.
- Complete all ordering, purchasing and booking of FLY fundraiser event needs, including but not limited to: FLY collateral; venue reservations; catering; guest favors; table settings; event themed items; decorations; event programs; special speaker gifts; A/V equipment and services; event signage; etc.
- Prepare nametags, promotional materials, packages, gift bags, etc.
- Execute onsite attendee registration at events and track monthly reporting of event attendance in collaboration with Development Associate
- Utilize online platforms such as EventBrite, Salesforce and MailChimp to maximize communication and organization efforts
- Keep track of event finances including check requests, invoices and reporting
- Organize and maintain inventory of promotional materials and hospitality items

- Manage the Audio/Visual needs of all events, including the creation of visual presentations using PowerPoint, music files, digital photos and video clips as needed
- Own the creation of event program booklets with support from the Director of Communications, as well as cooperate with communications team to promote and publicize event
- Liaise relationships with vendors, caterers, youth, board members, volunteers and FLY staff and stakeholders as related to event involvement and execution.
- Manage and lead vendor relationships for optimal use of resources and procure in-kind donations and new support for FLY events
- Conduct market research, gather information and negotiate contracts prior to closing any deals with vendors/venues
- Coordinate logistics and assign, train and oversee volunteer/staff event assignments to leverage individual strengths and maximize effective participation for event success
- Create and revise space layouts for each event or meeting
- Propose new ideas to improve event planning and execution
- Ensure compliance with insurance, legal, health and safety obligations
- Manage on-site production and clean up for events; Proactively handle any arising issues and troubleshoot any emerging problems on the event day
- Conduct pre- and post-event evaluations and report on outcomes
- Provide feedback and periodic reports to stakeholders
- Available to work nights and weekends as needed
- Flexible and willing to perform other tasks as assigned
- Ability to work in a fast-paced, high-intensity work environment
- Highly organized with great attention to detail

### **Qualification and Competency Requirements**

#### ***Positional Competencies – required for our Client and Community Engagement Coordinator***

- ***Event Planning and Coordination Experience:*** At least three years demonstrated success providing administrative, event planning and/or vendor management support in a non-profit, government, educational or private sector organization. Proven administrative skills. Some experience working with underserved and disadvantaged youth is preferred.
- ***Relationship Building:*** Ability to initiate, develop and maintain trusting relationships in a short period of time with vendors, staff, key external stakeholders, and FLY youth volunteers. Possess the passion to energetically promote FLY's mission and Development team deliverables to attract and retain funding support for FLY.
- ***Communication Skills:*** Exceptional listening, verbal and written communication skills; timely and professional follow-through with phone calls and email correspondence; and the ability to effectively present information in a clear and concise manner, with influence and presence, to Development team, vendors and stakeholders.
- ***Collaborative Multi-tasker:*** Exceptional ability to manage multiple priorities simultaneously, while balancing the needs of FLY fundraising events, communication with the Development team, and project and volunteer coordination. Executes on priorities with strong work ethic, professionalism, and discretion.
- ***Professionalism and Resource Stewardship:*** Ability to maintain a high level of professionalism when working with vendors, staff and youth to maximize event effectiveness and optimize stewardship of resources within a specified time limit.



- ***Cultural Competency:*** Commitment to provide services in a culturally competent manner to the entire target population regardless of gender, age, religion, race, ethnicity, sexual orientation and disability.

***Organizational Competencies – required for all FLY staff***

- ***System-wide Thinking:*** Sees the bigger picture of serving our youth and executing top caliber events to raise awareness and support for our youth and agency. Uses role to champion FLY’s strategic vision internally and externally with FLY Stakeholders for systems change.
- ***Growth Mindset:*** Possess the belief that all people are capable of change and that “all our children deserve a chance to become more than their past mistakes.” Collaborates with Development team, FLY staff, youth and volunteers with a strengths-based approach.
- ***Decisive & Accountable:*** With supervision and support from the Director of Client Engagement and Events and the Development team, exhibits a well-honed ability to anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate solutions.
- ***Emotionally Intelligent & Culturally Responsive:*** Able to be aware of one’s own emotions, perspectives, beliefs, and identities, as well as respond respectfully to those of others. Ability to adapt to and respect differences in a diverse environment.
- ***Computer Skills:*** Proficiency with applications including Microsoft Office (Word, Excel & Power point) and Google Docs. Experienced with database and online fundraising platforms (Salesforce, Eventbrite & MailChimp) is a plus.

***The Client and Community Engagement Coordinator is a full-time, exempt position. FLY offers a competitive hourly pay structure and full benefits. Compensation is commensurate with experience and education. Availability for occasional evening and weekend work and for travel as needed.***

***To apply, please email your Resume and Cover Letter to [jobs@flyprogram.org](mailto:jobs@flyprogram.org).***