

Community Relations Manager

Opportunity Snapshot

Find true job satisfaction in a company that values your expertise in online technologies and social media for volunteer recruitment, business outreach and communications in a “work hard, play hard” culture! Working Wardrobes--a non-profit organization dedicated to providing a path for adults in crises to reenter the workforce--is embarking on an exciting period of expansion as we move into our second 20 years year of operations. We’re now seeking an experienced self-starter, with impeccable communication skills, social media expertise and business contacts to take ownership of our growing need for corporate development and volunteer recruitment.

As the Community Relations Manager, your mission will be to keep a “pulse” on all organizational needs, providing volunteer and intern support to augment our small, dedicated staff. You will also be leading the charge in connecting Corporate Partners and Advocates with the organization as you become a strong part of the organization’s Fund Development team. A keen understanding of business operations, financial implications and an appreciation of the different moving parts that it takes to fuel our business, especially as the need for volunteers and interns impacts day to day business. We are looking for a talented individual who thinks strategically, works logically, communicates effectively and brings passion to the work we do each day in transforming lives.

This role will provide you with a “bird’s eye view” of our dynamic business and you’ll have the opportunity to wear many hats, including:

Developing Corporate Partnerships

- Identify, cultivate and maintain corporate partners
- Develop corporate sponsorship materials and presentations
- Develop communications for donor and volunteer recognition
- Function as representative for the organization in the community, maximizing awareness and connections

Enhancing a Corporate/Civic Advocate Program

- Build solid team of Advocates through identification, cultivation and maintenance
- Develop materials and presentations for meetings, drives and fundraising events
- Maintain good communications with Advocates throughout the year

Developing Internal & External Communications

- Develop materials and presentations for community outreach
- Develop materials for volunteer and intern recruitment
- Be responsible for scheduling and facilitating Speaker’s Bureau engagements
- Develop and implement branded merchandise strategies

Fundraising

- Develop and implement fundraising opportunities for Corporate Advocates, Volunteers and High School clubs

Implementing Technological Expertise

- Have an awareness and understanding of online recruitment and communication tools
- Create new, streamlined systems for volunteer recruitment and communication

Bottom line: The individual we seek is High Touch **and** High Tech!

Why Working Wardrobes?

Unlike a big corporation that might pigeonhole you, frustrate you with bureaucracy, or just simply treat you like a number, we know that every employee plays an essential role in our success. We've fostered an energetic and open environment peopled by results-oriented professionals with the intellect to achieve results and the humor to enjoy the process. In spite of our continued growth, we've maintained enough of a "small" agency feel that your individual contributions can make a difference, and you can feel the "heart-beat" of the company. You'll be working alongside like-minded peers who are fully aligned with our mission of transforming our clients' lives by providing career development tools to achieve self-sufficiency. In fact, since 1990, we've helped more than 50,000 adults navigate through a variety of life crises—including homelessness, catastrophic illness, alcohol/substance abuse, and traumatic financial losses—and successfully reenter the workforce, with confidence and in style!

What Else Is In It for You

Still need more reasons to join? Read on for a list of other "perks" including:

- **Ability to make an impact**-- As our "go to" person for community contacts and volunteer recruitment, we'll expect you to leverage your razor-sharp attention to detail and impeccable interpersonal skills to provide critical support for staff in all areas of our organization. Your to recruit and train the right volunteers and interns is critical to getting our work load accomplished, events hosted well and sales managed in our chain of shops.
- **Challenge & variety** -- Our business is dynamic and changes every day. You'll be exposed to a stimulating environment with a plethora of learning opportunities and "never a dull moment".
- **Career development** -- You'll help shape your own role moving forward depending on your willingness to connect your corporate contacts with our efforts, use your professionalism to open doors in the community and understand the pace of our organization. There will be an opportunity for you to assume more responsibilities for revenue generation as you grow with us.
- **The "best of two worlds"** -- We offer the stability of an established business, with over 20 years of success, as well as a highly entrepreneurial, fun culture that rewards innovation and initiative.
- **Autonomy** – As you become proficient in our volunteer/internal needs and show us that your decisions are based in sound business judgment, you'll be rewarded with considerable leeway in achieving your goals; we'll provide you support when you need it and "elbow room" when you don't.
- **Clothing bonus** – We'll look to you to impart a polished "dress for success" image in all your professional interactions, in business meetings, at Employee Volunteer Fairs, on college campuses recruiting interns, etc. Towards that end, we'll provide you with complimentary clothing each month!
- **Excellent Compensation** -- in addition to a competitive salary, we offer a flat fee towards your benefits package that includes medical/dental coverage, a self-funded 403(b) plan, access to Aflac policies and more.

What You'll Bring to the Table

- 3+ years of volunteer coordination/recruitment/training and/or business development and specific experience with volunteers events of 200-500 volunteers.
- Thorough understanding of social media and state of the art online systems for volunteer registration
- Ability to engage volunteers and interns of all ages and life stages in our work
- Ability to write and implement volunteer fundraising and communication procedures

- Experience and ability is as important as education, but a Bachelor's degree is a plus.
- Ability to work with staff in putting together client events and to understand **and** fill the volunteer needs
- Computer literacy with MS office suite, including Outlook, Excel, and Word; QuickBooks proficiency is a plus.
- Ability to work effectively with a minimum of supervision
- Strong sense of discretion, confidentiality.
- Superior multi-tasking capabilities with the ability to work well under pressure in a fast-paced, team-oriented environment.
- Professional demeanor and positive, upbeat attitude.
- Willingness to put in the sweat equity it takes to achieve the organization's goals

More About Your Role

Reporting to our CEO, you will join us along with 9 other staff members at our Costa Mesa Career Center, though part of your time will be spent in the field with local corporations and organizations, volunteer groups, college intern and more.. We'll look to you to review our existing procedures and develop ideas to streamline data flow and integrity and develop best practices to sustain our growth objectives.

As you come on board, you'll go through an on-boarding process and will be trained for the first couple of weeks by meeting with staff to understand the nature of our business. During the first year, you'll focus on achieving the following objectives:

1. Develop efficient online volunteer registration process for events with up to 450 volunteers and determine how to best communicate with the volunteers in the process of registration, confirmation and post event appreciation.
2. Develop a professional approach to corporate partnerships and provide well documented materials to engage their support on multiple levels, i.e., fundraising, employee volunteerism, clothing/accessory drives, in-kind product donations
3. Develop close contacts with local university Career Centers to continue intern recruitment year round.
4. Develop a database of volunteer group contacts and communication tools to reach them with quarterly updates

Specifically, your responsibilities fall within the following key areas:

Corporate Partnerships

- Target mid-tier companies for partnerships at various levels
- Develop corporate giving guidelines
- Partner with Board members to reach out to companies
- Prepare annual budget for line item in alignment with organization's goals
- Ensure annual and event corporate donor recognition programs are well thought out and executed properly

Corporate Advocates

- Build Corporate Advocate network to 50+ active companies
- Develop materials to spark corporate support/activities
- Be attentive to organization's needs and communicate to Advocates

Volunteer/Intern Recruitment

- Provide fresh recruitment ideas and best practices in nonprofit volunteer management
- Ensure staffers have a consistent volunteer base to accomplish work load
- Provide consistent on-boarding standards for new volunteers in all categories.
- Develop personnel manual
- Maintain all files with current data on volunteer groups, i.e, colleges, NCL, community groups, religious groups, corporate groups, etc..

Keys to Success

To excel in this role you will bring high energy and zero complacency as you "wrap your arms around" the different moving parts of our businesses and drive to fill the needs for volunteers and donations. You will be self-motivated, identifying what needs to be done and doing it with minimal supervision; at the same time, you'll take a proactive approach to going beyond your day-to-day initiatives and adding the type of value that pushes us to the next level. Other facets of success include:

- **Ability to see the big picture** -- Your ability to see the entire story of the organization will help you to manage the flow of volunteers needed and to make sound recommendations to management; you will excel at identifying and resolving problems in our recruiting processes.
- **Emotional intelligence** -- You'll need to collaborate with a wide range of personalities in order to get your job done. This will require outstanding interpersonal skills as you adapt your approach to effectively communicate with staff, donors, volunteers, executive management, and Board members; you'll also showcase the utmost diplomacy and trust as you'll be dealing with the inherent personal sensitivities of building a high performance team.
- **Flexibility** -- You'll need to balance the corporate component with the volunteer/intern recruiting needs of this role with the relational aspects and administrative requirements, while at the same time flowing with the many changes we incur as we constantly adjust to meet the needs of our organization.
- **An eye to the future**—You'll take a proactive approach to monitoring the volunteers and their roles as well as their time commitment to us while building sound volunteer support for a variety of events. Time management is essential in this role.

If this sounds like the right environment and opportunity for you, we look forward to hearing from you!

Who We Are

Working Wardrobes for a New Start is a nonprofit organization with a successful history of providing adults emerging from life crises with the tools to get back to work. We facilitate job readiness workshops year-round and "Days of Self-Esteem," which include motivational seminars, grooming services, wardrobe selection and career fairs that are provided to adults in 70+ shelters/programs throughout Orange County. In addition, our Career Services Center provides professional wardrobes and grooming services to adults year-round.

Our corporate office and Career Center in Costa Mesa boasts an office atmosphere that is business like, yet fun, with a focus on accomplishing an enormous amount of work each week.

If this job sounds like what you've been searching for, and you meet the qualifications noted above, we welcome you to apply; see below. We will be hosting group interviews to screen candidates for this job and once we review resumes, you will be contacted about the date/time of the sessions.

SALARY RANGE: \$35,000 – 40,000

APPLICATION PROCESS

Please send a cover letter along with your salary history (a must) and resume to:

Debbie Schenck

debbies@workingwardrobes.org

Fax: (714) 434-2870

No calls or in person visits, please