



## **Job Description – Nonprofit Service Coordinator**

Business Volunteers Maryland is seeking a full-time Nonprofit Service Coordinator to be a point of contact for nonprofits in the Baltimore region – a proven leader who cultivates enduring relationships and opportunities to engage communities to *do good. better.*

The ideal candidate understands the Baltimore regional nonprofit landscape, is a skilled communicator and convener, has experience with organizing small and large scale events, and is committed to getting results. We seek a strategic advocate who can own our relationships with nonprofit organizations to understand their needs and then connect nonprofits to meaningful resources and opportunities in the private sector. This person is also managing, on the behalf of regional businesses, small and large scale volunteer events for their employees. This position handles multiple projects at once and the ideal candidate embraces a role with an exciting range of responsibilities and projects. We need a dynamic, highly organized, energetic, and proactive professional to join us. This position is an excellent opportunity to work with leaders of nonprofits and businesses and be at the center of social change through corporate volunteerism.

### **About Business Volunteers Maryland**

We believe in the power of volunteering to transform our community. Business Volunteers Maryland plays a unique and important role in strengthening the region through strategic connections between people, businesses and nonprofits. Now in our 16<sup>th</sup> year, our team has built a reputation as the one-stop resource that brings talented business professionals to nonprofit organizations seeking volunteers, civic engagement, and board leadership.

### **Job Responsibilities**

The nonprofit service coordinator, who is based near Baltimore City and reports to the Program Manager, is responsible for:

#### **Managing the organization's nonprofit relationships (50%)**

- Serve as the trusted main point-of-contact for nonprofits, deeply understand their opportunities for engagement, and translate those needs for the business community who seek to help.
- Manage all online relationship management systems (Form Assembly, Salesforce, etc.) that provides real-time information about nonprofit needs and engagement opportunities
- Represent our organization in the nonprofit sector by owning and advancing our nonprofit facing communication strategies (newsletters, impact reports, etc.)

#### **Managing custom engagement events to bring business volunteers to the service of nonprofits (50%)**

- Lead our Days of Service and pro bono consulting events by collaborating with business partners and nonprofit organizations to organize strategic and impactful large and small team volunteer projects



- Manage all aspects the project planning from scoping opportunities, providing clear and thorough communication, to ensuring that there are relevant, engaging volunteer projects for all volunteers, to being on site to problem solve and capture impact, and more that meet the unique needs of our business clients.
- Monitor the impact data collection cycle from start to finish and utilize the information to share impact with partners and collaboratively develop innovative solutions with the program team

### **Qualifications:**

#### Minimum qualifications

- Bachelor's degree required.
- Ability to manage multiple projects and meet deadlines
- Demonstrates strong planning and organization skills- detail orientation a must
- Excellent relationship building and interpersonal communication skills
- Flexible, positive, can-do attitude
- Excellent customer service and high expectations for quality.
- Comfort public speaking and delivering messaging/training to groups
- Must be familiar with social media and its use professionally
- Ability to work evening, early morning or weekend hours as needed for events.
- Able to drive a personal vehicle

#### Preferred Qualifications

- Experience managing volunteers or coordinating service events
- Experience and knowledge of Baltimore regional nonprofits
- Experience public speaking and/or leading trainings
- Salesforce experience

### **To apply**

Applications must include a cover letter describing your interest, qualifications and why you are the perfect candidate. Your resume and cover letter should be sent to: [jobs@businessvolunteersmd.org](mailto:jobs@businessvolunteersmd.org). Please type your name (Last, First) and "Nonprofit Service Coordinator" in the subject line of your e-mail. No phone calls please.

*\*Business Volunteers Maryland is an Equal Employment Opportunity employer, and we do not discriminate in our hiring or employment practices. All qualified applicants will receive consideration without regard to race, color, creed, religion, national origin, age, disability, gender, sexual orientation or any other characteristic protected by State or Federal law.*