



Job Title: EBC - West Sound Branch Coordinator
Department: Administration
Reports to: Executive Director
Status: Non-exempt
Part-time, up to 20 hours/week
\$17 - \$19 per hour DOA

Our Work:

The EBC Vision: We imagine a world where all children are healthy, safe, and prepared to build their own futures.

Our Mission: EBC helps kids reach their full potential tomorrow by meeting basic needs today.

As the vital safety net under family-assistance providers, EBC annually distributes 60,000 items for kids from birth to age 12 directly to agencies serving families in greater east King, south Snohomish, Kitsap, and north Pierce counties. Founded by pediatric nurse practitioner, Karen Ridlon in 1990, EBC helps more than 800 children each week.

Job Summary:

We are looking for a dedicated, high energy, self-motivated individual with strong interpersonal skills and volunteer-centric focus to join the EBC team and coordinate the West Sound branch. The Branch Coordinator position will involve a broad range of tasks, including inventory coordination, volunteer supervision, customer support, on-site and off-site event support, community outreach, and administrative meetings and support. Dynamic communication skills, the ability to adapt quickly in our lively environment, and a sense of humor are required. Hours will vary; with regular hours Monday through Thursday with 6-8 hours of volunteer supervision per week. Schedule must be flexible.

This document is intended to describe the general nature and level of work being performed and is not an exhaustive list of all duties, responsibilities and skills required of the position.

Job Responsibilities:

Duties *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Facility & Inventory Supervision (75%):

- Supervise daily operations of the EBC - West Sound warehouse including the front desk, inventory control, and weekly order processing and distribution.
- Manage order fulfilment and the distribution of inventory of children's goods.
- Property management & landlord relations.
- Supervise donation intake and Provider order pick-ups.

- **Planning/Budgeting:** Assist in projecting ordering needs and participate in annual budgeting process.
- **Volunteer Oversight:** Provide volunteer supervision, risk management and safety for all branch operations. Ensure that the volunteer “experience” is educational, productive, and rewarding. Foster volunteer relationships through engagement, communication, and a high level of customer service to increase volunteer level of commitment.
- **Customer Service:** Serve as the on-site front line assistance to volunteers, donors, and the general public face-to-face, on the phone, and e-mail. Foster Provider relationships through education, communication, and a high level of customer service.

Branch coordinator for the Community Drive Campaign (10%):

- With the direction of Issaquah-based staff will work on materials, messaging and drive participants.
- Respond to inquiries about drives or events and/or initiate collection drives/events.
- Following agency protocols, establish and maintain regular communication (email, phone or online) with groups or individuals spearheading drives.
 - Including: scheduling; delivery; records and reporting and acknowledgement for community collection drives.
- Ensure consistent contact and stewardship with previous drive coordinators.
- Coordinate with operations manager, core volunteers, communication specialist, and annual fund officer to identify most needed items, cycles of needed items, types of drives to necessary to meet those needs and intake of goods.
- Register, schedule and provide excellent customer service for drives and events. Maintain all records, including number and value of drives.
 - Regularly report to results of drives and events to Director of Development.
- Research and identify potential groups/individuals to conduct drives.

Community Outreach (15%):

- With the direction of Issaquah staff, including Development Director and Communications Specialist, organize outreach activities in the West Sound area; this may include booths at fairs and festivals as well as attendance at community-level events.
- Recruit and manage volunteers for Community Outreach Committee and any events they might schedule (fundraisers, etc).
- Represent EBC at human service meetings or organizations as possible and appropriate. Such as the KPHD Perinatal Task Force
- Represent EBC at Bremerton and other Chamber meetings or events, as possible and appropriate.
- Represent EBC as a speaker or presenter for businesses, community or faith based organizations.
- Work with agency Communications staff to craft social media posts and traditional media articles/notices.
- **Other duties as assigned.**

Working Conditions

(Describe working conditions that impact the job-including physical requirements or conditions)

While performing the duties of this job the employee is in a typical warehouse and office environment, is required to regularly walk, sit, talk or hear and occasionally stand. Frequent use of computers and related equipment is required. Frequent lifting up to 20 pounds, and occasional lifting up to 30 pounds. Vision requirements include: close vision.

Qualifications/ Competencies

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the job.

- **Education/Experience** – High School Diploma or equivalent. 2 – 3 years’ work experience in volunteer management and general office management. Experience in non-profit or social service environment is preferred.
- **Language Ability** – Ability to read, write, and speak effectively with others. Ability to effectively present information and respond to questions from groups of managers, volunteers, and the general public.
- **Reasoning Ability** – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- **Computer/Technical Skills** – Proficiency in MS Word, Excel, PowerPoint and Outlook required. Ability to learn new software quickly as contact management and other specialized software applications are utilized daily.
- **Other Competencies/Characteristics** – The ability to be flexible, highly organized with a strong orientation to detail/quality work is required. Must maintain a highly professional demeanor and level of confidentiality. Must have strong interpersonal skills with the ability to communicate effectively with others both internally and externally as well as work well with a variety of people and personalities. Regular attendance is required to adequately perform this job. Superior attention to detail with strong follow-through. Ability to problem-solve and adapt quickly in our dynamic environment. Commitment to and enthusiasm for EBC’s mission and values.
- Regular evening and weekend work required.

Cover letter and resume to hadmin@babycorner.org.

Open until filled; first consideration given to applications received by Friday July 27, 2017. No calls please.