

JOB DESCRIPTION

Summary/Objective

The Outreach Coordinator is responsible for tasks associated with community engagement and acts as Festival Napa Valley's Volunteer Program coordinator to ensure all events have the operational support needed to deliver a branded experience for our guests. The Outreach Coordinator also works with community partners on the development and execution of Festival Napa Valley's Arts for All Summer Camps and Concerts for Kids.

Essential Duties and Responsibilities

- Represent Festival Napa Valley within the community to deepen relationships and expand community engagement.
- Recruit, train and retain volunteers to support event needs.
- Update existing Volunteer program to address communication, training, community outreach, incentives, retention and other categories necessary for success.
- Utilize online management system for volunteer scheduling and communication. Ensure database is updated regularly and data is accurate.
- Manage Music Academy Host Family Program, including recruitment, application and approval of host families. Work with Academy director on matching students with families.
- Coordinate with community partners on Arts for All Camps and Concert for Kids.
- Assist in development and implementation of education programs.
- Collaborate effectively with other Festival Napa Valley staff.

Knowledge, Skills and Abilities

- Effective and professional communications skills in person, over the phone and in writing.
- Demonstrated ability to provide excellent customer service.
- Highly organized with the ability to manage multiple projects.
- Excellent interpersonal, verbal and written communication skills.
- Skilled collaborator and motivated team player.
- Maintains high level of professionalism. Reacts well under pressure and in a fast paced environment; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Proficient in multiple software and database systems including Salesforce and MS Office Suite of products.

Work Environment

This job operates in a professional office environment, in the community at large, as well as occasionally onsite at host properties which frequently includes outdoor settings. This role routinely uses standard office equipment such as computers, phones, printers, filing cabinets and copiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a part-time position working an average of 20 hours per week for most of the year. Hours will increase steadily between March and July. General hours and days of work will vary in order to attend community meetings/events that benefit outreach. This position requires longer hours approaching and during events and some night and weekend work will be required.

Travel

This position will require some local travel.

Required Education and Experience

Bachelor's degree from an accredited college or university.
Minimum three years' experience working/volunteering for a nonprofit organization, preferably a performing arts organization.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Equal Employment Opportunity

Festival Napa Valley is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by the law.