



40 W 40<sup>th</sup> Street • Indianapolis, IN 46208 • [www.MLKCenterIndy.org](http://www.MLKCenterIndy.org) • 317.923.4581

**Position:** Community Engagement Coordinator

**Salary:** \$42,000 salary to \$47,000 (plus health insurance and PTO)

The mission of Martin Luther King Community Center is to educate youth, empower families, and build community through quality multi-generational programs that advocate for our neighbors, promote racial justice, and provide a peaceful space to connect.

MLK Center is seeking a Community Coordinator to greet and receive all guests to our building and staff the Welcome Desk, to ensure excellent customer service and engagement. Every person entering the Center is treated equally and respectfully to warrant inclusion, belonging, and ownership. This position reports to the Fund Development Director. Responsibilities of this position include:

#### **Engagement**

- Receive guests and direct them to the appropriate person or area.
- Recruits and receives volunteers, and direct them to the appropriate program staff.
- Assist with communication to student coordinators at high schools and universities
- Ensure 1<sup>st</sup> floor open space and entry is clean, organizing, welcome, and on-brand
- Receive donations of funds or items and direct to Fund Development Director
- Field calls about general inquiries, volunteer opportunities, and donation opportunities
- Co-lead tours of our building to convey mission, programming, needs, and opportunities.
- Assist with engagement events like annual Founders Breakfast, volunteer recognition, orientation and onboarding, family nights, etc.

#### **Administrative**

- Sending Thank You letters daily.
- Send monthly volunteer announcements.
- Maintain volunteer applications, background checks, name badges.
- Maintain volunteer schedule in Sign Up Genius.
- Assist Fund Development Director and Development Committee with Thank You campaigns.
- Maintain donor information in Bloomerang information.
- Assist Executive Assistant with Volunteer orientation.
- Manage and update volunteer manual and policies for approval by Leadership Team.
- Manage wish list for MLK Center programming.
- Manage SignUp Genius volunteer opportunities.

**This position might be for you if:**

- You like computers. You're comfortable with the Microsoft Office 365, Sharepoint, Eventbrite, Bloomerang, and Adobe.
- You like helping people. You are patient, level-headed, and cool under pressure.
- You pay attention to details, and like reminding people of tasks and deadlines. Nothing falls through the cracks on your watch.
- You think on your feet. You like learning new things, and you can learn quickly. When things change, you know how to roll with the punches, because we're growing and changing around here.
- You can explain just about anything to anyone, and you're comfortable communicating in writing and on the phone.
- You have the gift of hospitality. You love responding to the needs of your coworkers and the community to solve problems. You love taking on difficult challenges and finding creative solutions.
- You can set boundaries and self-manage your schedule to prioritize tasks and meet deadlines.
- You are committed to Dr. King's Nonviolence Principles. Training is provided.
- You can contribute to a supportive team atmosphere and shared responsibilities at the Center.
- Five or more years related experience in community relations, volunteer management, customer service, event management, or donor relations;

To be offered this position, you need to have some experience successfully engaging neighbors and volunteers to raise money and build community. Please submit your resume and a paragraph about why you want to join us, and how your skills would complement our team. Submit this information to [MLKCenterIndy@TalbotTalent.com](mailto:MLKCenterIndy@TalbotTalent.com). No phone calls please.