



Community & Volunteer Coordinator

Downtown Oregon City Association is seeking a dynamic, experienced, and resourceful professional to be our first Community & Volunteer Coordinator. This position builds on the work completed by a RARE/Americorp member that completed a year of service in August. Over the past year, DOCA has undergone significant changes, growing from two permanent staff positions and four volunteer committees to 10 permanent staff members and six volunteer committees. The majority of this change is due to a new contract to provide staffing services at the Oregon City Municipal Elevator as well as making permanent a formerly grant-funded Clean Team and expanding our marketing functions.

First and foremost, DOCA is a volunteer driven community organization. Much of the work we do is made possible by the involvement of Downtown stakeholders and community members at large. There is also immense opportunity to partner with academic programs and to use Downtown as a laboratory for learning and professional internships. This new position will work with DOCA staff and volunteers to retain a diverse corps of volunteers and work directly with downtown stakeholders to help advance the organization's mission.

If you are passionate about placemaking, building strong communities, history and heritage, and supporting entrepreneurship, please refer to the enclosed application instructions and job description.

ABOUT DOWNTOWN OREGON CITY

Downtown Oregon City is the historic home of the City of Oregon City, the first incorporated city west American West. Situated at the end of the Oregon Trail, the district plays an important role in Oregon's history. Today, Downtown is a revitalizing business district known for its burgeoning restaurant scene and an increasing array of eclectic retailers.

ABOUT THE ORGANIZATION

Formed in 2009 as Main Street Oregon City, the Downtown Oregon City Association (DOCA) is an award-winning 501c(3) charitable non-profit organization focused on the revitalization of Oregon City's 172-year-old downtown. DOCA is supported by a 13-member volunteer Board of Directors, six volunteer committees, and over 150 annual volunteers. Ten staff members work on a broad cross-section of projects; all designed to support a more vibrant community, preserve and restore Oregon City's historic civic center, and enhance the economic opportunity of Oregon City's citizens and entrepreneurs. DOCA's programs are rooted in four key areas: promotions, marketing and tourism; design and beautification; economic enhancement and research; and community engagement.

DOCA is best known for Oregon City's most prominent civic events including the First City Celebration, Oregon Trail Brew Fest, Cruise to Downtown Oregon City Car Show, and Oregon Trail® Game 5k — Downtown's civic events have over 20,000 attendees per year. Beyond events, DOCA has been pivotal in helping property owners restore or reconstruct their facades, conducting economic research and advocating for programs that support the

continued growth of existing businesses and the recruitment of new qualified businesses, and engaging in community-wide outreach.

APPLICATION INSTRUCTIONS

Qualified applicants should submit all application materials no later than **August 31, 2017**.

Questions about the application and posting should be forwarded by email to

jobs@downtownoregoncity.org.

Required Materials:

- Cover letter
- Resume
- Answers to supplemental questions, listed below
- At least two examples of written and/or creative materials that you produced.

SUPPLEMENTAL QUESTIONS

For each question, please do not exceed 400 words. Your answers should expand on information provided in your cover letter and resume.

1. What about Downtown Oregon City Association's charitable purpose is most attractive to building volunteer and community support?
2. What kinds of volunteers do you believe would be most interested in volunteering for Downtown Oregon City Association? How would you attract them? What other types of volunteer opportunities do you think compete for their time? Why would they choose DOCA vs. a different kind of opportunity?
3. Business and property owners are the primary investors in the revitalization of Downtown Oregon City. What kinds of needs do you think they might have? How do you think this position, in addition to DOCA's other staff and programs, can support those needs?

Apply online at downtownoregoncity.org/jobs

Main Street Oregon City (DBA Downtown Oregon City Association) is an Equal Opportunity Employer.

JOB DESCRIPTION

Position: Community and Volunteer Coordinator
Status: Part-Time Non-Exempt or Full-Time Exempt
Reports to: Executive Director
Wage: up to \$19.20/hour if part-time
up to \$40,000/year if full-time

The Community and Volunteer Coordinator tracks and coordinates DOCA's many individual and organizational relationships. They are responsible, along with other staff and volunteers, for volunteer and intern recruitment and coordination, organizational communications, and stakeholder engagement.

NECESSARY SKILLS

- Strong oral, written, and interpersonal communication skills
- Proactive, professional, creative, curious, and hardworking
- Possess a high standard for accuracy and attention to detail
- Ability to independently move assignments to completion with only basic instruction and minimal supervision
- Ability to manage many details and priorities
- Excellent Microsoft Office software skills, including Excel (intermediate to advanced preferred), Word, and PowerPoint
- Ability to work successfully and respectfully with diverse staff, volunteers, partners, organizations and communities; maintaining space for all voices
- Familiar with conflict resolution techniques and demonstrated ability to negotiate differing opinions
- Ability to manage workload and anticipate upcoming program needs, as well as respond to shifting priorities
- Must be willing to support the success of the DOCA organization and cheerfully take on tasks as needed to ensure events and efforts succeed
- Must adhere to strict confidentiality policies and procedures
- Excellent public speaking and presentation skills

PREFERRED QUALIFICATIONS AND COMPETENCIES

- Prior nonprofit and volunteer coordination experience
- Experience with Adobe Creative Suite including InDesign
- Experience with developing databases using Salesforce or similar Customer Relationship Management system
- Proficient in cloud based office systems including Dropbox, VOIP phone systems, Microsoft Office 365 and volunteer tracking databases
- Experience with Word Press or similar CMS systems
- Social media and website experience

FUNCTION – Volunteer and Intern Coordination (15 hours per week)

The future of DOCA's programs that support the revitalization of Downtown Oregon City rely on a more engaged and consistent pipeline of volunteers and interns. We currently have a strong Board of Directors and several active committees and are looking to build a more diverse volunteer base.

Responsibilities:

- Develop volunteer job descriptions with support from program managers and committees.
- Recruit new volunteers

- Maintain partnership with service clubs
- Social media and other online engagement
- Ongoing one-on-one cultivation
- Volunteer coordination and retention
 - Maintain regular contact with existing volunteers and communicate feedback to program managers
 - Coordinate volunteer training as well as orientations for major events
 - Manage volunteers at major events and volunteer scheduling
 - Work with volunteer managers, including other staff and committee leadership, to ensure success; support scheduling when necessary
- Develop policies and procedures relative to volunteer training and retention.
- Intern program development
 - Build relationships with related academic programs
 - Identify DOCA programming able to be supported by internships
- Volunteer appreciation
 - Plan, in partnership with the rest of DOCA staff and leadership, an annual volunteer appreciation event
 - Create other volunteer appreciation events

FUNCTION – Public Relations and Organizational Communications (5 hours per week)

Currently, DOCA primarily focuses on external destination marketing related to major events. We coordinate with Mt. Hood Territory for travel media. Ongoing, we hope to produce more frequent “good ink” for organizational accomplishments as well as earn the attention of an audience that is interested in community development and investment.

Responsibilities:

- Produce content relevant to organizational communications and public relations; work with Events and Marketing Manager on social media and media relations to ensure outgoing communications are coordinated and consistent.
- Produce and write monthly newsletter (print and online) for downtown business owners, property owners, partners, volunteers, donors, members and other stakeholders.
- Representation, as needed, at community partner events.
- Maintain portions of DOCA website that relate to job functions.
 - Downtownoregoncity.org is scheduled for redevelopment in the 3rd quarter of 2017. The new position will work with the Events and Marketing Manager to ensure that the new website balances destination marketing with a community first approach

FUNCTION – Business and Property Owner Engagement (5 hours per week)

DOCA’s primary stakeholders are the business and property owners who invest in Downtown Oregon City. We strive to be especially tuned in to their needs so that they continuously improve their businesses and properties in a way that makes downtown an even more attractive destination and civic center.

- Create and manage regular opportunities for downtown stakeholders to build community such as networking, training, and social events and to provide feedback.
- Ensure that volunteer, leadership, and membership opportunities have business and property owner participation.

FUNCTION – Implement and Manage DOCA’s Community Database (2.5 hours per week)

DOCA is in the process of developing a community database using Salesforce (but is open to other platform ideas) that tracks businesses, properties, property agreements, volunteers,

members, donors, and more. The application will be a regularly used tool within the first year of the Community and Volunteer Coordinator position.

- Regular research including distribution of regular “pulse” surveys to downtown stakeholders and an annual community survey; supported by the Office Administrator, Executive Director, and the Economic Vitality and Organization committees.
- Maintenance of database supported by other staff and volunteers.
- Development of new features and functionality to support research and community management needs.

FUNCTION – Manage Membership Program (5 hours per week)

A factor of community engagement is donor and membership cultivation. DOCA is 501c(3) non-profit and has a membership program. Currently, DOCA receives a modest amount of financial support from the broader community through its membership program.

Responsibilities:

- Work with the Organization Committee and Executive Director to refine and grow the membership program.
- Work with the Office Administrator to maintain memberships including renewals.

FUNCTION – Committee Support (2.5 hours per week)

Most of this position’s functions are in partnership with the Organization Committee. The Organization Committee is tasked with recommending work plans to the Board of Directors and supporting their implementation.

Responsibilities:

- Support Organization Committee and subcommittees and others committees as assigned.
- Support Committee Chair(s) with communications and management.
- Support the creation of committee work plans and timelines.

WORK ENVIRONMENT AND ESSENTIAL PHYSICAL AND TIME REQUIREMENTS

DOCA is an open and collaborative work environment.

- 2-4 mandatory events per year including First City Celebration and Oregon Trail Brew Fest and Oregon Trail Game 5k. Major events typically require working from the early morning to late at night.
- Ability to lift and carry 40 pounds.
- Ability to walk at least 10 blocks, climb steps and long periods of time standing.
- Ability to work occasional weekends and attend occasional weeknight events/meetings.

Additional responsibilities may be assigned at the discretion of the Executive Director.

BENEFITS

- Generous health insurance benefits for full time employees
- Optional 401k plan
- 8 paid holidays per year
- 10 paid vacation days per year
- Paid sick time accrued at 1 hour per 30 hours, or as required by Oregon law