



## **Learning + Member Engagement Coordinator JOB ANNOUNCEMENT**

### **Position Summary**

The Learning + Member Engagement Coordinator's mission is to support SVCN's effort to provide nonprofits and nonprofit staff with the critical resources they need to maintain healthy organizations that are working effectively to build thriving and equitable communities.

Reporting to the Learning + Member Engagement Manager, the Coordinator supports SVCN's work to educate, support, and convene nonprofit staff. The Coordinator's primary responsibilities are to; support implementation of SVCN's learning program and cohort offerings; coordinate volunteer matching, technical assistance, mutual nonprofit support; track membership and update database of nonprofit community, and assist with data collection and analysis to identify member needs.

This is a great opportunity to strengthen the capacity of a small but well-respected, high-impact organization. The position is based in San Jose, California, but because of the COVID-19 pandemic, SVCN's team is working remotely from home and will continue to do so until SVCN's work-at-home policy is lifted and it is safe to return.

### **Compensation and Benefits**

1. This is a full-time, non-exempt position in a leading local nonprofit organization.
2. Annual salary of \$55,008 (\$4584/month), paid semi-monthly.
3. Generous health insurance package.
4. 403(b) retirement. In FY21, staff with over one year of employment are provided with a 3% match.
5. Free parking.
6. In FY21, staff are provided with a minimum of \$1000 for external training.
7. Cell phone stipend.
8. 38-hour work week, with flexibility.
9. Generous holiday policy of 16 paid holidays.
10. A workplace where you feel welcome, valued, and inspired.

### **Desired Qualifications**

- Bachelor's degree or commensurate experience in a relevant area of study.
- Two years in a nonprofit role.
- Demonstrated passion for nonprofits and contributing to the community.
- Event planning experience, such as planning webinars, town halls, summits, and conferences.
- Project management experience.

- Comfort using a variety of software platforms (including Microsoft Office Suite, Box, G Suite, Salesforce, Outlook, Zoom, group management platforms, and the flexibility and ability to learn new platforms).
- Excellent written communication skills.
- Strong desire to and experience building and maintaining positive relationships with people from diverse backgrounds.
- Commitment to racial justice, equity, diversity, and inclusion.
- Experience with and excellent skills in problem-solving, exercising sound judgment, taking initiative, working independently, and following through.
- Excellent interpersonal skills.
- Candidates must thrive in a highly collaborative environment while also possessing the ability to work well independently with minimal supervision.
- Ability to take on different roles, and juggle multiple priorities with a positive, collegial, flexible, solution-oriented attitude.
- Is a self-starter, has the ability to work from established timelines, has strong organizational skills.
- Diplomacy and tact are musts and required skill for this position.
- A valid California driver's license, reliable automobile, including insurance as required by California law, and an operable mobile phone.

All employees must be U.S. citizens, lawful permanent residents, or individuals who are legally authorized to work full-time without restriction for any U.S. employer and who possess lawful evidence of employment authorization. Note: Individuals who are seeking consideration under the "Deferred Action for Childhood Arrival" (DACA) policy must possess an Employment Authorization Document at the time of application that is valid throughout the program.

### **What are we looking for?**

In a sometimes fast-paced environment, you bring detail-oriented skills and a passion for making things work well and an ability to handle assignments effectively in a high performing environment, including strategically prioritizing the most important projects. You are solutions-oriented, flexible, with the ability to adapt to the evolving needs of the nonprofit community and our growing organization. You have the ability to work effectively with a talented and diverse team, and to proactively spot issues of equity, bias, and inclusion across multiple identities and bring workable solutions. You're able to build strong rapport through being true to your word, warmth, humility, optimism, and humor. You enjoy working with a team, brainstorming solutions, and keeping each other accountable in a kind and generous way. You have a customer-service mindset when it comes to interacting with staff of the nonprofits organizations we serve. You bring creativity, flair, and fun to the work.

### **Examples of Duties**

#### *Learning + Member Engagement Programs*

- Participate in outreach to nonprofit community to evaluate their needs
- Assist in creating formal surveys, focus groups, written program evaluations, and 1:1 interviews to identify member needs

- Coordinate logistics for events, including, but not limited to learning program, professional development workshops, summits, conferences, town halls, member events, and special meetings, in collaboration with Marketing and Operations teams
- Research opportunities and trends in the nonprofit learning space to identify potential opportunities for the organization's learning programs
- Write reports and analyses on nonprofit landscape, member needs, and opportunities
- Maintain Salesforce to track current and potential members
- Support SVCN's Racial Justice, Equity, Diversity, and Inclusion programs and resource development that includes; technical support; peer/mentor, and cohort support; and a race equity policy and advocacy platform
- Support Learning + Member Engagement Manager in creating learning curricula and curricular evaluation.

### *Member and Nonprofit Support*

- Respond to and track inquiries about member benefits, developing member issues, and resources or supports needed
- Lead SVCN's volunteer program by managing volunteer requests and allocation for members throughout the county
- Maintain business and nonprofit directories
- Collaborate with Marketing to curate content for website and social media that are responsive to member needs and aligned with Learning + Member Engagement department priorities

### **Application process**

Applications will be accepted on a rolling basis. To apply, please submit the following to [admin@svcn.org](mailto:admin@svcn.org).

- Letter of interest
- Resume

### **About SVCN**

Silicon Valley Council of Nonprofits (SVCN) unifies and strengthens the voice of local community-serving nonprofits in Santa Clara County so they can become more effective advocates for their organizations and communities. SVCN's training program focuses on organizational effectiveness and capacity-building within nonprofits, while its cohort facilitation approach for collective impact forges collaboration across diverse entities to tackle community challenges together. SVCN advocates at the city, county, and state level on behalf of nonprofits on policies that affect the sector. SVCN also advocates for policies that our nonprofit community identify as critical to creating equitable and thriving communities and furthering racial justice. SVCN's nonprofit membership is 160+ strong. Learn more on our website and become a member today at [svcn.org](http://svcn.org)

SVCN is an equal opportunity employer that is dedicated to the diversity of our staff. Applicants are invited to apply regardless of sex, gender, gender identity and/or expression, sexual orientation, race, age, ethnicity, national origin, disability, marital or veteran status, medical condition, or religion. Individuals who need assistance or accommodation due to a disability may contact us at [admin@svcn.org](mailto:admin@svcn.org).