



Job Title: Community Relations Coordinator

About the Role:

The Community Relations team works to engage the community to support the work of the Hub. Reporting to the Community Relations Manager, the Community Relations Coordinator will work to build and maintain relationships with donors, volunteers, partners, and other community stakeholders. The Community Relations Coordinator will both respond to enquiries from individuals looking for ways to engage with the Hub and proactively seek new partnerships. They will also play a key administrative role to ensure all engagements are properly tracked, reported, and acknowledged.

Team Culture and Expectations: *The Hub is a human-first social agency. Our goal is to decrease suffering for the person in front of us while simultaneously building systemic solutions. While the primary responsibilities of the position are outlined below, we expect all staff to be flexible and available to respond to emergencies and fulfill programmatic responsibilities which may require working holidays, weekends, evenings, or nights. Everyone in the organization is expected to identify and solve problems. The Hub hires passionate, empathetic individuals.*

Additionally, the Hospitality Hub serves people who have experienced discrimination, violence, and other traumatic events. Many Hub clients and guests are healing from trauma related to their marginalization. It is critically important that all members of the Hub team maintain a hospitable and welcoming environment by remaining calm and kind when clients are feeling frustrated.

Primary Location: The current position is located at 590 Washington, Memphis, TN 38105

Hours: 8 am - 4 pm with occasional work on nights and weekends to help facilitate volunteers, events, tours, and/or fundraisers.

Benefits: A generous paid time off policy, paid parental leave, professional development, and medical insurance are offered to all regular full-time employees. Regular training is provided to all employees.

Pay: The salary for this position is dependent on the candidate's demonstrated experience, expertise, and skill. The salary range for this role starts at \$42,000/year.

Reports to: Community Relations Manager

Responsibilities:

While the primary responsibilities of the position are outlined below, this list is not exhaustive.

- Fundraising
 - Support the team on campaigns and events hosted by the Hub, such as year-end fundraising campaigns, direct mail, and donor appreciation events
 - Develop strategies to engage current donors through events, volunteering, and ongoing communication

The Hospitality Hub

590 Washington Ave, Memphis, TN 38105



- Solicit, receive, and sort in-kind donations
- Use the Hub's donor management software to log donations and engagements, and create regular reports to keep Hub leadership informed
- **Volunteers**
 - Work closely with programs teams to design meaningful group and individual volunteer opportunities
 - Recruit and schedule volunteers and partners
 - Host volunteers and partners on site, ensuring they have everything they need to serve effectively
 - Coordinate use of the Hub's campus spaces for partner events
 - Cultivate strong relationships with volunteers to encourage gifts of money as well as time
- **Community Engagement**
 - Handle general enquiries from the public via phone, email, and social media about ways to get involved with the Hub
 - Send and coordinate notes, emails, and other communications to acknowledge donor/volunteer/partner engagements
 - Supports the Hub's storytelling efforts by helping to collect photos, videos, and descriptions
 - Schedule tours, speaking engagements, and other events for Hub leadership
 - Lead campus tours
 - Attend networking events and represent the Hub to the community

Requirements:

- 3-5 years nonprofit experience, development and fundraising preferred
- Excellent verbal and written communication skills; can distill complex information into simple, easily understood language; speaks and writes persuasively
- Exceptional interpersonal and customer service skills; is able to engage with individuals from diverse backgrounds
- Flexible and adaptive to changing circumstances; good at thinking on their feet and comfortable coordinating multiple moving pieces
- Strong administrative skills; is well organized and detail-oriented
- Excellent computer skills; prior experience with donor management tools, Google Workspace, Slack, and Canva is a plus
- Ability to meet the physical demands of the job, including lots of walking/standing and occasionally lifting heavy loads
- Valid driver's license and clean driving record

Training provided by the Hospitality Hub:

- CPR/First Aid Certificate
- De-escalation and mediation training
- HMIS reporting and data collection



- Diversity, Sensitivity, and Inclusion in the Workplace
- Harassment Prevention For Non-Supervisors
- Training on all services offered by the Hospitality Hub, the Homeless Continuum of Care, and active partners and referral agencies

Hiring Process: *Unfortunately, we cannot confirm receipt of or respond to every single application. If your experience matches many but not all of the qualifications, we still encourage you to apply.*

The Hospitality Hub staff works with vulnerable populations. To maintain the safety of our clients and guests, all offers of employment at the Hub are contingent on a background check. Results of the background check may not necessarily disqualify candidates from being hired.

The Hospitality Hub is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: The Hub is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at The Hub are based on organizational needs, job requirements and individual qualifications, without regard to race, color, religion or belief, sex, gender identity or expression, sexual orientation, mental or physical disability, ancestry, military discharge status, source of income, housing status, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. The Hub will not tolerate discrimination or harassment based on any of these characteristics. The Hub encourages women, people of color, LGBTQ+ people, and people of all ages to apply.

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