



## Member and Volunteer Coordinator

Walk Bike Nashville is looking for a Member and Volunteer Coordinator.

Posted: July 8, 2024

### About Walk Bike Nashville

Since 1998, Walk Bike Nashville has advocated for a more walkable, bikeable, and livable city. We want our streets, sidewalks, and bikeways to support multimodal commuting options, active living, and recreational opportunities. As a 501(c)(3) nonprofit organization, we are working to advance mobility justice, eliminate pedestrian and cyclist crashes, and build a walking and biking culture. We envision a Nashville where all people have the freedom, dignity, and choice to move through a comprehensive and safe network of sidewalks, bikeways, and transit routes. We acknowledge the harm done by car-centric planning and believe transportation investments should remove barriers to mobility and prioritize the needs of Black, Indigenous, and people of color (BIPOC), and low-income people who stand to gain the most from a human-centric city.

### Our Values

- **Community-driven:** We are inclusive and collaborative, prioritizing the interests of the people who have the most at stake over the interests of profit and power. We strive to meet people where they are and seek to empower communities to join the process of co-creation and decision-making.
- **Imaginative:** We are creative, curious, and adaptable to the constant state of change. We acknowledge that the status quo and “best practices” often perpetuate inequality in mobility. We subscribe to an impact-driven approach that tangibly reflects the diverse perspectives, needs, and ideas that are often dismissed or disputed by a one-size-fits-all approach.
- **Accountable:** We are committed to racial, economic, and environmental justice. We take time to be reflective of the history of our organization and of Nashville, acknowledging historical and current injustices and repairing harm when possible. As stewards championing multimodal infrastructure, we must critically examine the impact of our projects and work against the displacement and cultural erasure that can accompany shifts in our built environment.

- **Kind:** We are empathetic and perceptive. We actively listen to your story because we believe lived experience IS expertise. We value local knowledge and fair compensation, recognizing that community voices bring quantitative data to life. We purposefully seek to bring organizations, neighborhoods, and individuals together for the betterment of each other.
- **Tenacious:** We are bold and diligent in acknowledging social, civic, and infrastructure barriers in Nashville. We reject policing as the sole street safety solution and embrace experimentation and collaboration to advance mobility justice. We seek to build new ways to interact and share power as we work towards a transportation system that is welcoming to all.

## **Position Summary**

Over the last 12 months, Walk Bike Nashville's membership has nearly doubled. The Member and Volunteer Coordinator is a new position that will optimize our member experience and foster a sense of community among this base of advocates. Often serving as the first point of contact, the Coordinator will provide a welcoming first impression and serve as the connector to relevant resources, opportunities, and individuals. Reporting to the Engagement Manager, this highly organized relationship builder will play an important role in our organization's continued effort to ensure that we are working with all of Nashville, especially those who have been harmed by car-centric planning.

## **Salary and Benefits**

- Full-time, exempt position
- \$40,000 - \$45,000 Starting salary (dependent on experience), once-a-month pay schedule
- Health, dental, vision and life insurance, 401K and Flexible Spending accounts, WeGo pass, BCycle pass, and generous paid time off (all full-time staff start with 15 days paid leave per year and all state holidays, plus our office is closed the week between Christmas and New Years, and the week of July 4th)

## Key Responsibilities

The successful candidate is confident in:

### 1. Membership Program

- Oversee and refine the member intake process, including automated and personal follow-ups.
- Utilize NationBuilder software to maintain detailed records and tagging system in our membership database.
- Serve as customer service point person for membership management, including the [Walk Bike Bus pass program](#).

### 2. Member Activation and Volunteer Coordination

- Cultivate relationships with members to effectively personalize their experience and connect them to the internal and external resources, initiatives, and opportunities that align with their unique interests and experiences.
- Maintain detailed member records to track communications, activities, connections, etc.
- Catalyze opportunities for members to connect with each other to build a sense of community among our membership (e.g., member-only forums via a Slack channel or Facebook group; regular meet-ups of interest groups; sharing of exclusive content).
- Consistently follow up with members to gather and respond to feedback, express appreciation, and foster member retention.
- Oversee the volunteer experience from sign-up, to preparation and training, to post-event follow up and tracking.
- Develop consistent opportunities for member recognition.

### 3. Community Liaison

- Monitor WBN's general email account and phone line—responding in a timely and courteous manner with relevant information and the scheduling of meetings with appropriate staff when applicable.
- Document incoming issues, inquiries, and requests via our general intake form and track follow ups as needed.
- Maintain and encourage relevant and accurate submissions to our Community Calendar while fostering relations with walking, biking, and related nonprofits.

### 4. Collaboration:

- Partner with each staff member to identify and support their volunteer needs and foster meaningful member engagement.
- Collaborate with all staff on the planning, promotion, and execution of member meetings, volunteer recognition events, the annual membership drive, and the member party.
- Partner with the Marketing and Communications Manager in the drafting of general member and volunteer communications and materials.
- Work with advocacy and engagement leads to prioritize relationships with “go-to” members (e.g., point people in various neighborhoods, subject matter experts)

5. Administrative:
  - Input data from all event sign-in sheets.
  - Coordinate and supervise volunteers and/or interns who might assist with the membership program and outreach opportunities.
  - Maintain and organize outreach materials to ensure they are in adequate supply and easily accessible.
6. Other duties as assigned

## **Personal Attributes**

The successful candidate is the following:

- Champion of safe streets for all and user of multiple modes of transportation.
- Precise and detail-oriented—thriving on a sense of responsibility and proactively optimizing processes.
- Dependable, organized, and highly motivated to work in a less structured, dynamic environment that requires both independent work and collaboration across departments.
- Personable, accommodating, and skilled at active listening and cultivating genuine relationships.
- Enjoys interacting with diverse audiences and serving as the connector between people and relevant resources and opportunities.
- Adaptable and at ease as priorities may shift when change occurs within the organization, within our focus communities, and throughout Nashville at large.
- Intellectually curious and inspired by the opportunity to play an active role in setting the strategic direction of this evolving organization.
- Empathetic and perceptive with an understanding of equity and inclusion.
- Willing to challenge yourself, teammates, and partners when appropriate with grace and humor.
- Comfortable working occasional evenings and weekends.
- Committed to safety and organizational mission and values.
- Eager to join a dynamic and fun-loving team; current interests include: live music, soccer, books of various types, dogs (cat people are welcome too), vegetarianism, obscure films, speaking Dutch...

## Required Experience and Knowledge

The successful candidate ideally possesses all of the following experiences and skills:

- Minimum 2 years of relevant experience in recruitment, administrative, customer service, non-profit relations, and/or community engagement.
- Commitment to outstanding customer service.
- Strong verbal and written communication skills.
- Ability to handle multiple projects, anticipate needs, and prioritize tasks effectively to meet deadlines.
- Proficiency in Google Suite, and/or word processors and spreadsheets.
- Familiarity or willingness to learn software tools such as Asana, Nationbuilder, Tockify, etc.

## Preferred Experience and Knowledge

The successful candidate possesses some of the following ideal experiences and skills:

- Knowledge of local transportation issues; Nashville's walking, biking, and transit communities; and how mobility intersects with other issues.
- Familiar with Nashville's communities and neighborhoods.
- Fluent in Spanish or other languages and dialects spoken in Nashville (such as Kurdish, Arabic, American Sign Language, or African American Vernacular English).

## Work Culture

Walkability, bikeability, and livability are multifaceted issues and the nature of Walk Bike Nashville's work is complex. Therefore, we believe it is imperative that our workplace culture fosters creativity, inquiry, inclusivity, risk-taking, collaboration, and accountability. We strive to cultivate a sense of belonging within our organization so we are better equipped to tackle the big mission-driven work that is necessary to achieve our vision.

- **Individual and team development:** In addition to encouraging individual professional development opportunities, we invest in staff-wide training that fosters a strengths-based teaming environment while developing skills such as emotional intelligence, critical thinking skills, communication, conflict resolution, and trust and community building. We prioritize our commitment to diversity, equity, and inclusion. At least bi-monthly we meet to dive deep into this aspect of our work. Quarterly we gather for 1- to 2-day collaborative reflection and planning sessions, and a week-long end-of-year planning retreat is held during work hours each December. "Meeting-free weeks" are scheduled throughout the year, one-on-one check-ins with supervisors for guidance and support occur at least twice a month, and staff lunches are provided at least monthly.

- **Work/Life balance:** Our hybrid work environment allows for a very flexible work schedule and we make time for celebrating and enjoying each other's company on this small but mighty team. When events and community commitments require us to work more than our standard work hours in a week, staff members are encouraged to schedule comp time to maintain a sense of work-life balance.
- **Context:** Our evolving organization will launch a strategic planning effort this fall, to guide the high-impact execution of our mission. All staff will play an influential role in this process, and our dynamic company culture will continue developing along the way.

## **Work Environment**

Walk Bike Nashville supports a flexible work environment to prioritize work-life balance. About 40 hours a week are expected from full-time staff 8 months of the year, switching to a 32-hour work week during slower months. All staff are responsible for managing their own schedules during the week and are expected to spend reasonable time with the team at our East Nashville office and with partners in the community. Occasional evening and weekend event attendance is required.

Day-to-day work is conducted inside. Events often take place outside and can include inclement weather, hot temperatures, or cold temperatures, and may be loud at times due to large crowds, generators, live music, and/or traffic noise.

This position is regularly required to communicate clearly by phone, email, and verbal presentation; remain in a stationary position for prolonged periods; operate a computer and other office equipment; move and lift supplies and equipment up to 10 pounds. During events the employee is required to observe and assess event spaces and attendees. Reasonable accommodations may be made for individuals with disabilities.

## **Equal Opportunity**

WBN is an equal opportunity employer and fully committed to attracting, retaining, developing, and promoting the most qualified employees without regard to their race, color, religion, sexual orientation, gender identity or expression (includes pregnancy or related medical conditions), national origin, age, physical or mental disability, citizenship status, veteran status, or any other protected characteristics as required by state and federal law. Walk Bike Nashville is committed to providing a work environment that is free of discrimination and welcomes applicants from a diversity of backgrounds, experiences, abilities, and ideas.

## **Disclaimer**

This job description is not necessarily an exhaustive list of all responsibilities, skills, requirements, or conditions. While intended to be accurate, it is not meant to exclude that other, different tasks may be required when circumstances change, especially during emergencies, personnel changes, workload alterations, rush jobs, or technological developments or advancements.

## **How to Apply**

Please send a resume and cover letter to [jobs@walkbikenashville.org](mailto:jobs@walkbikenashville.org). In your cover letter, indicate how you found out about this opening, why you are interested in this position, your most relevant experience and qualifications, and what you think you can bring to the Walk Bike team. Supporting materials and examples of past work can be included as well. We will accept applications on a rolling basis, but will not consider applications received after August 9, 2024. Target start date is September 3, 2024.