

Volunteer Outreach Coordinator

Position Summary

Riverside Park Conservancy is looking for an enthusiastic Volunteer Outreach Coordinator to work with our horticulture team to support our flagship Grassroots Volunteer Program. This office-based role will work with volunteers, interact well with the public, and be positive, flexible, organized, and an excellent communicator.

Background

Riverside Park Conservancy is the non-profit organization supporting the New York City Parks Department from 59th Street to 181st Street, nearly six miles of coastline and 400 acres of mixed parkland. The Conservancy also provides free public programs and engages in city-wide advocacy for park equity and resilient urban ecosystems.

Major Tasks & Responsibilities:

- Create and carry out work plans, as directed by Director of Volunteer Initiatives. Must have strong time management and communication skills and must be able to work independently.
- Manage our Volunteer Portal through the CauseConnect app and website and make improvements so it is professionalized and at maximum potential.
- Maintain Grassroots Volunteer Program data (active roster, hours, permitting, etc.) and keep impeccable records. Manage annual volunteer permitting process.
- Create and edit a monthly written newsletter (The Riverside Reader) for all volunteers. Work with volunteers and field staff to diversify and include
- Recruit & onboard new volunteers, lead orientation trainings. Manage that volunteer orientations are listed on the RPC Website Events Calendar and updated accordingly.
- Organize calendar of PlacePartner Opportunities, Winter Workshops, social/appreciation events. Share external resources.
- Update Eventbrite and RPC Website Events calendar with open volunteer events, and manage recruitment.
- Manage invoicing for school and community group volunteer events. Take lead on communications with these groups, being the go-to person for all their questions and providing answers quickly. Maintain running file on partner notes to ensure better continuity for future projects, building on past projects.
- Manage list of requests for Parks Department related to volunteer needs, including special vehicle usage (container drop-off, use of packer/mini-packer, etc.)
- **Communicate with ParkTenders & Grassroots Volunteers, providing excellent customer service.** Work with the Volunteer Program Field Staff to ensure that ParkTender needs are met appropriately. Manage communications with Parks and Director of Volunteer Initiatives when issues arise.
- **Manage field calendar account:** Ensure that project event templates are filled out fully at least a full week before any volunteer project. Work with Field Volunteer Project Coordinator to confirm details. Have at minimum bi-weekly meetings with Field Volunteer Project Coordinator and Director of Corporate Relations to manage the volunteer events calendar.
- **Plant Ordering for ParkTenders:** Work with Hort Director to create appropriate list of plants for ParkTenders to order in the spring and fall. Take order requests from ParkTenders and work with both Hort Director and Dir of Volunteer Initiatives to approve requests.

Qualifications

- **Experience/Education:**
 - Two years experience in environmental restoration or horticultural work, including planting and caring for plants, shrubs, trees, and lawns, and general grounds keeping as described above; OR
 - Two years' relevant work experience that demonstrates transferable skills to this role;
 - 30 credits, at least 15 of them in environmental science, horticulture, or a related field, from an accredited college or community college, or education and/or experience equivalent.
 - Familiarity working in a public and outdoor space. Demonstrated experience in working with volunteers, public speaking, or customer service. Additional areas of specialization in environmental science, landscaping, and volunteer stewardship a plus.
- **Characteristics:** The ideal candidate is a team player, a good listener, proactive, unflappable, accountable for their tasks, and outgoing; has strong written and verbal communication skills and computer literacy/savviness with a penchant for systems building; and has outstanding organizational skills with excellent follow-through to get the job done.
- **Working Conditions:**
 - Must be able to lift 40 pounds.
 - Must be able to work on occasional Saturdays and must have a valid New York State driver's license.
 - **Schedule:** Monday-Friday 8:30am-5:00pm, with flexibility for schedule shifts for monthly volunteer event needs in the evening or on Saturdays.
 - Local travel within NYC occasionally required.
 - All RPC employees must be fully vaccinated against COVID-19 and be able to provide proof of vaccination.
- **Compensation and Benefits:**
 - Salary: \$65,000
 - Riverside Park Conservancy provides a competitive benefits package, including 401(k), health care and paid time off.

Please email resume to jobs@riversideparknyc.org with the subject line:
"Volunteer Outreach Coordinator"

Riverside Park Conservancy is committed to fostering an inclusive and respectful environment for all applicants and employees. We recognize the importance of diversity and offer equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, veteran status, height, weight, or any other characteristic protected by federal, state, or local laws.