

Job Description

Position Title:	Outreach & Program Coordinator
Reports to:	Senior Director
Status:	Full time, non-exempt
Location:	In the Santa Rosa, CA office
Salary Range:	\$45,000 - \$50,000 commensurate with experience

Position Summary:

Under the direction of the Senior Director, the Outreach & Program Coordinator is responsible for the successful sales, implementation and ongoing support of Community Matters programs and services provided primarily at schools within a designated area. This position maintains the dual functions of outreach/sales and coordination/support.

Outreach:

- Implements outreach/sales plans to support implementation of Community Matters programs and services within designated area.
- Responsible for meeting weekly sales goals, which includes specific numbers of phone calls, contracts and monetary goals.
- Completes weekly reports showing status of leads and results.
- Follows up on new and existing leads generated from conferences, presentations, website inquiries, word-of-mouth, training participants, donors, articles, research and other partners.
- Builds and maintains positive relationships with both internal and external customers.

Coordination and Support:

- Provides coaching, coordination and ongoing support to help schools successfully implement and manage Community Matters programs and services, including but not limited to the flagship program, Safe School Ambassadors®.
- Methods of communication and support include phone, email, text, in person meetings and presentations as needed.
- Works closely with school personnel/customers to provide information and support.
- Timely communication with Community Matters Trainers to support them with logistics to successfully deliver services.
- Maintains accurate records of communication via Filemaker database.

Skills & Qualifications:

- Exceptional oral and written communications skills.
- Ability to build positive relationships with internal and external customers.
- Strong consultative sales and customer service experience.
- Persistent and goal driven with the ability to meet sales deadlines.
- Ability to work in a fast-paced open office environment.
- Organized and able to effectively manage multiple projects in a systematic way.
- Proficient in Microsoft Office suite, web-based applications and search engines.
- Experience using a Client Relationship Management (CRM) database application is preferred (i.e., Filemaker Pro)
- Bachelor's Degree or equivalent experience in related field preferred.

Please submit the following to team@community-matters.org

- Cover letter stating applicant's suitability and interest in the position
- Resume, including 2 professional references with contact information

No phone calls or visits please. Position will remain open until filled.

Community Matters mission is to equip and empower youth and adults to create schools and communities that are safe, welcoming and inclusive. We are a proud equal opportunity employer building a diverse, talented team that represents the communities we serve. We look forward to hearing from you and learning more about your interest in working for our organization.