



## Job Opportunity: Community Engagement and Operations Manager

Friends of the Middlesex Fells (FOF), a dynamic and growing non-profit organization working to promote the conservation, appreciation, and sustainable enjoyment of the Middlesex Fells Reservation, is looking for an outgoing, versatile, detail-oriented individual to lead our community engagement activities and manage day-to-day operations. If you enjoy public outreach and mentoring volunteers, and thrive in a demanding and fast-paced work environment with a wide range of projects and responsibilities, we want to hear from you.

### Summary of Responsibilities

- Community Engagement: Partner with the Executive Director (ED) and volunteer leaders to engage communities that are adjacent to and utilize the Middlesex Fells.
- Volunteer Management: Develop a thriving corps of volunteers and volunteer leaders to activate our projects, programs, and initiatives.
- Operations: Oversee the operations of the FOF office, including all data/information management.
- Membership: Partner with the ED to manage and grow our membership program.
- Communications and Outreach: Coordinate communications and outreach efforts.

### Specific Responsibilities

#### Community Engagement/Volunteer Management (35%)

##### *Community Engagement*

- Partner with the ED and volunteer leaders to engage communities that are adjacent to and utilize the Middlesex Fells through relationship-building with municipal, nonprofit, and business leaders.
- Build the Fells Alliance, a network of organizations that share a common understanding of the value the Fells brings to the region and commit to working together to protect, preserve, and enhance the Fells as an invaluable and irreplaceable biological and recreational asset.
- Advance community partnerships that expand our capacity and address strategic priorities.
- Identify and cultivate new partnerships through attending coalition meetings and other regional networking events.

## *Volunteer Management*

- Continually monitor volunteer needs and track gaps in volunteer leadership.
- Work with FOF staff to implement best practices for recruiting, training, engaging, and retaining volunteers, including matching volunteer interests/skills to appropriate projects and initiatives.
- Identify, recruit, and support volunteer leaders capable of leading projects with staff oversight.
- Provide direct supervision to volunteers on communications, outreach, office, and other projects.
- Develop and maintain a system to track volunteer activities and their impact on our initiatives.
- Organize volunteer appreciation activities/events.
- Coordinate and support free volunteer-led events in the Fells (approximately 100 events per year), including calendaring, coordination with volunteer hike leaders, registration/attendance tracking, and communications with participants as needed.

## **Operations Management (35%)**

- Oversee the operations of the FOF office and handle telephone and mail communications.
- Process all donor gifts and ensure timely acknowledgement.
- Maintain office supplies, printed materials, and merchandise inventory.
- Manage document filing systems (printed and electronic) and organizational archives.
- Manage, troubleshoot, and update office systems, including phone, voicemail, and printer/copier.
- Develop an Office Procedures guide to improve the functioning of the office and ability to delegate office tasks to volunteers.
- Coordinate with building management on all building-related issues.
- Process all merchandise orders.
- Manage FOF calendars.

## **Communications and Outreach (15%)**

- Lead the work of the Communications Committee, including setting agendas, leading meetings, tracking progress on communications projects, and participating in a team effort to develop and implement ongoing tasks (monthly e-newsletter, eblasts, media outreach).
- Oversee our social media presence through support of social media volunteers.
- Coordinate website content updates in partnership with other FOF staff and volunteers.
- Write blog posts and communications materials to inform the public of volunteer opportunities, community partnerships, and other topics under the purview of this position.
- Coordinate outreach volunteers, develop/maintain outreach materials, and directly oversee in-person outreach events (currently 4-6 times per year).

## **Membership Program Management (10%)**

- In collaboration with the Executive Director, develop a new membership program model to increase membership engagement, support volunteer recruitment, and enhance membership-based revenue.
- Manage membership program (oversee renewals and ensure timely mailing of new member packets).
- Respond to all membership-related inquiries/communications.

## **Other Duties (5%)**

- Provide logistical and event-day support related to special events.
- Other duties as assigned by the ED.

## **Basic Qualifications**

- Must have a valid driver's license and a reliable vehicle.
- Must be able to work periodic weekend and evening events.
- Proven leadership experience in motivating and managing people.
- Professional background and/or related experience in outreach, volunteer engagement, and office management preferred.

## **Additional Qualifications**

- Deep commitment and passion for the conservation and sustainable management of the Middlesex Fells.
- Confident and outgoing communicator able to effectively represent FOF in community outreach opportunities with the public, partners, and various stakeholder groups/entities.
- Highly organized and outcome-driven with strong project management skills, the ability to prioritize multiple tasks, adjust to short or changing timelines, and confident in taking on new challenges.
- Hard working, self-motivated, able to work in a team setting in either a leadership or supporting role.
- Have the ability to relate to people with different backgrounds and life experiences and exercise cultural humility and inclusion.
- Strong computer skills, including proficiency with Google Workspace (Gmail, Docs, Sheets, Slides, Drive, Calendar), Microsoft Office, email marketing platforms, Wordpress website content management, and experience managing a database.

## **Compensation and Benefits**

This is a full-time, exempt position. The salary range is \$39,500-\$54,000, depending on experience/skills. Benefits include health expense reimbursement, paid vacation, holiday, and sick leave.

## **Location**

FOF staff work primarily remotely, and have access to a small shared office space in Melrose, Massachusetts.

## **Diversity and Equal Opportunity**

Friends of the Middlesex Fells embraces diversity and equal opportunity. We are dedicated to forming a team that represents a variety of backgrounds, perspectives, and skills. We are an equal opportunity employer and we encourage applications from people of color, LGBTQIA+ people, people living with disabilities, military veterans and other under-represented populations.

## **How to Apply**

Your application must include a resume and cover letter. Send your materials to [jobs@fells.org](mailto:jobs@fells.org) with the words "Community Engagement and Operations Manager" in the subject line. Candidates chosen for interviews will be contacted, interviews will begin immediately, and the position will remain open until filled. No phone calls please.