



# Friends of Refugees

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**ROLE:** Partner Engagement Coordinator

**STATUS:** Full-time

**LOCATION:** Clarkston, GA

**DIRECT SUPERVISOR:** Partner Engagement Manager

**LAST UPDATED:** November 7, 2022

## **Position Purpose:**

**The Partner Engagement Coordinator** is responsible for executing the administrative duties supporting FOR's partner engagement strategy. This position oversees day-to-day communication with groups and individuals seeking to volunteer with Friends of Refugees, along with processing all volunteer and interns' paperwork. The Partner Engagement Coordinator also assists with partner engagement event logistics, including group volunteers, and donor events, as part of the team that seeks to inspire, educate, and raise awareness about the refugee community throughout Atlanta. This position reports to the Partner Engagement Manager.

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## **Essential Job Functions:**

### **Volunteer Administration**

*Oversee the initial onboarding process for individual, group and intern volunteers including, but not limited to: tracking interest and application submissions, collecting applicant information, conducting background checks and communicating with applicants throughout the process*

- Respond to requests for potential volunteers and groups, through email, phone calls, and website contact forms to provide needed information
- In tandem with the Operations team, maintains volunteer and donor data in database, including data entry and running regular trend reports
- Manage partner engagement FOR email inbox
- Oversee the individual, group and internship volunteer application process, from start to finish, sharing liability and waiver forms with the Operations team
- Respond promptly to potential volunteers and program staff who request information on status of the volunteer processes for individuals
- Connect approved volunteers with the program leaders, including communicating a clear hand-off of care and responsibility for each approved volunteer
- Track intern interest form submissions, applications, forwarding to appropriate program staff members
- Communicate with intern applicants about the process and expectations

### **Partner Engagement Event Logistics**

*Assists with event logistics for community education events, volunteer group visits and partner engagement events*

- At the direction of the Partner Engagement Manager, assists with partner engagement event logistics including: monitoring registrations & RSVPs, day-of logistics (virtually or in-person), and communicating with attendees pre-and post-event
- In tandem with the Operations team, maintain data in database, including data entry and running regular trend reports
- Manage thank you note process with donors and volunteers
- Track and process event finances, including budgets, invoices, contracts and expense reimbursements in tandem with the Operations team
- Liaise with outside vendors, as required for events
- Maintain inventory of promotional items
- Gather and organize FOR promotional materials for staff attending external events
- Maintain the FOR volunteer group calendar at the direction of the Partner Engagement Manager
- Ensure FOR website is up-to-date with pertinent event and volunteer registration information
- Assist with volunteer recruitment events and activities, serving as a professional representative of Friends of Refugees as needed
- Participate on special project teams, as assigned by supervisor

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## Competencies

The Partner Engagement Coordinator should demonstrate competence in the following:

- Fully supportive and aligned with FOR's vision, mission, values, and philosophy of ministry
- Comfortable leading group volunteers and able to explain FOR's distinctives in our vision, mission, values and philosophy of ministry to outside groups, particularly churches and other houses of faith
- Excellent interpersonal skills; able to quickly establish and maintain positive working relationships with others, both internally and externally
- Able to thrive in a collaborative team environment, including working with others to set goals, resolve problems, and make decisions
- Highly responsive to requests; able to communicate effectively, professionally and with warmth over email, phone and in person
- Excellent organization skills and able to engage in long-term planning
- Able to prioritize tasks while in a fast-paced environment
- Able to assess situations quickly to determine importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the organization
- Possess maturity to appropriately blend the achievement of desired program results with the culture and heart of the organization and community to maximize impact
- Exhibit cross-cultural awareness and respect for all people, regardless of race, nationality, gender, religion, age, political affiliation, etc.

## Experience and Qualifications

- At least one year's experience in a role that involved coordinating an event or volunteer logistics, required
- Physically able to stand and walk for extended periods when managing events and lift 15 pounds, required
- Experience participating with volunteer groups from houses of faith, required
- Experience interacting with outside vendors, required
- Experience (volunteer or paid) working alongside people from different cultures, required

- Proficient in Google Suite or Office 365, required
- Familiar with marketing platforms for newsletter communications like MailChimp, required
- Experience with graphic design tools, like Canva, preferred
- College degree, preferred