



**Job Title:** Northshore Program Coordinator  
**Department:** Programs  
**Reports to:** Senior Manager of Programs  
**Status:** Non-exempt  
**Hours:** Part-time, up to 25 hours/week  
**Compensation:** \$19 - \$22per hour DOE, PTO, Subsidized Health & Dental insurance, 403b retirement plan

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### **Our Work:**

For 31 years, EBC-Eastside Baby Corner has been helping kids reach their full potential tomorrow by meeting basic needs today. EBC works to reduce community, income and society inequities and increase well-being for children by providing essential items needed for safe, healthy, physical, cognitive and emotional development.

We do this by delivering tangible items to children ages 0 through 12 living in poverty or crisis quickly and effectively through a 70+ partner network. EBC distributes goods through health and human service organizations, early learning centers, food banks and school districts to quickly support caregivers in times of need and effectively get children what they need so they can grow, learn, play and thrive. We envision a world where all children are healthy, happy and prepared to build their own futures.

### **Job Summary:**

We are looking for a dedicated, high energy, self-motivated individual with strong interpersonal skills and a passion for the EBC mission. The Northshore Program Coordinator position is a leadership position that will involve a broad range of tasks, including community engagement, volunteer management, order fulfillment, on-site and off-site event support, community outreach, and administrative meetings and support. Dynamic communication skills, the ability to adapt quickly, and a sense of humor are required. Hours will vary; with regular hours Monday through Thursday in coordination with supervisor located offsite. Schedule must be flexible.

This document is intended to describe the general nature and level of work being performed and is not an exhaustive list of all duties, responsibilities and skills required of the position.

## **Job Responsibilities:**

**Duties** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Percentage of time is an estimate and may vary.

### **Facility & Inventory Supervision 40%:**

- Supervise daily operations of the EBC - Northshore hub including the front desk, inventory management, and weekly order processing and distribution.
- Manage order fulfilment and the distribution of inventory of children's goods.
- Supervise donation intake and Provider order pick-ups.

### **Volunteer Coordination & Management 30%:**

- Provide volunteer supervision, risk management and safety for all hub operations. Ensure that the volunteer "experience" is educational, productive, and rewarding.
- Recruit community volunteers and foster volunteer relationships through engagement, communication, and a high level of customer service to increase volunteer level of commitment.
- Ensuring positive experience for volunteering groups and individuals, including post-volunteering follow up.
- Attending volunteer recruiting events at businesses, schools, or community organizations.

### **Customer Service 10%:**

- Serve as Northshore representative of EBC, providing excellent customer service for volunteers, donors, and the general public face-to-face, on the phone, and e-mail.
- Foster Provider relationships through education, communication, and a high level of customer service.
- Follow all organization accounting and acknowledgment procedures regarding accepting of monetary and in-kind donations and other administrative duties.
- Property management & landlord relations as needed.

### **Planning/Budgeting 5%:**

- Assist in projecting ordering needs and participate in annual budgeting process

### **Community Relations 15%:**

- Provide regional leadership through community engagement, volunteer recruitment, coordinating donated goods, hosting collection drives or "3<sup>rd</sup> Party" events, informing community stakeholders about EBC, and assist with solicitation of financial contributions.
- Respond to inquiries about drives or events and/or initiate collection drives/events. Work in tandem with the Central Hub Development staff on procedures and support.
- Coordinate with Senior Manager of Programs, core volunteers to identify most needed items, cycles of needed items, types of drives to necessary to meet those needs and intake of goods.



- Research and identify potential groups/individuals to conduct drives. Work in tandem with the Central Hub Development staff recruiting and supporting groups.
- Representing EBC at human service meetings or organizations as possible and appropriate, such as NUHSA or United Way of King County, etc.
- Representing EBC as a speaker or presenter for businesses, community or faith-based organizations.
- Organizing appearance and the staffing of booths at fairs, community events, etc.
- Communication about EBC - Northshore. Working with Central Hub Development staff, this may include providing content for social media; media interviews; videos, etc.
- Other duties as assigned.

### **Working Conditions**

(Describe working conditions that impact the job-including physical requirements or conditions)

While performing the duties of this job the employee is in a typical warehouse and office environment, is required to regularly walk, sit, talk or hear and stand. Frequent use of computers and related equipment is required. Frequent lifting up to 20 pounds, and occasional lifting up to 30 pounds. Vision requirements include: close vision.

### **Qualifications/ Competencies**

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the job.

- Education/Experience – High School Diploma or equivalent. 2 – 3 years’ work experience in volunteer management and general office management. Experience in non-profit or social service environment is preferred.
- Language Ability – Ability to read, write, and speak effectively with others. Ability to effectively present information and respond to questions from groups of managers, volunteers, and the general public.
- Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Computer/Technical Skills – Proficiency in MS Word, Excel, PowerPoint and Outlook required. Ability to learn new software quickly as contact management and other specialized software applications are utilized daily.
- Other Competencies/Characteristics – The ability to be flexible, highly organized with a strong orientation to detail/quality work is required. Must maintain a highly professional demeanor and level of confidentiality. Must have strong interpersonal skills with the ability to communicate effectively with others both internally and externally as well as work well with a variety of people and personalities. Regular attendance is required to adequately perform this job. Superior attention to detail with strong follow-through. Ability to problem-solve and adapt quickly in our dynamic environment. Commitment to and enthusiasm for EBC’s mission and values.
- Regular evening and weekend work required.
- Valid Washington State driver’s license required.
- Background check required for employment.