COMMUNITY SPECIALIST – Volunteers & Events

Area: Operations
Reports to: Operations leadership
Location: El Centro Hispano Offices, Triangle Area
Employment Type: Full-time — 40 hours per week
Salary Range: $43,729 – $56,848 (based on education and experience)
Benefits: Health, dental, vision insurance, and 401K

Position Summary

Guided by El Centro Hispano's vision of strengthening and advancing people in North Carolina and beyond, the Volunteer & Events Specialist supports the day-to-day operations of ECH's volunteer program and assists in the planning and coordination of ECH community and signature events. The Specialist is responsible for recruiting, onboarding, scheduling, and retaining volunteers while maintaining accurate program records. They work closely with program staff to ensure volunteers are well placed, well prepared, and well supported — contributing directly to the quality and reach of ECH's community programs and events. The Specialist is also responsible for assisting in the development, planning, coordination, and execution of ECH events hosted by or involving the organization. This role is essential to ensuring that all logistical and operational aspects of events are carried out efficiently and effectively, providing a positive experience for participants while supporting the organization's mission and objectives.

Key Responsibilities

Volunteer Recruitment & Outreach

- Develop volunteer opportunity announcements and coordinate distribution and posting
- Represent ECH at community events, college fairs, and civic spaces to attract volunteers
- Respond to volunteer inquiries in a timely and welcoming manner
- Build relationships with schools, colleges, faith communities, and civic organizations as ongoing volunteer pipelines

Volunteer Onboarding

- Screen and interview prospective volunteers to assess fit, availability, and interest
- Coordinate background checks or required documentation per organizational policies and program needs
- Conduct or coordinate volunteer orientation sessions as required by program
- Match volunteers to appropriate roles based on skills, interests, and program needs

Volunteer Scheduling & Supervision Support

- Coordinate and maintain volunteer schedules in collaboration with program staff
- Serve as the primary point of contact for active volunteers, addressing questions and concerns
- Provide support and ensure volunteers complete necessary training and necessary paperwork before conducting volunteer activities (e.g., crowd management, confidentiality policy, waivers, etc)
- When appropriate or required, support on-site supervision and day-of coordination during volunteer activities
- Recognize volunteer contributions through appreciation communications and events.

Event Planning and Logistics Design

- Conduct the successful execution of ECH events from planning through completion.
- Develop and maintain a standardized Event Logistics Manual including planning timelines, roles and responsibilities matrices, vendor coordination checklists, and run-of-show templates.
- Facilitate event-related cross-functional collaboration across Programs, Communications, Presidency, Finance, and Operations teams and establish clear internal and external communication and task ownership
- Create event schedule and coordination of staff/volunteers
- Interface with the venue "host team" to set expectations for who does what and participate in "walk-through" if needed.
- Ensure effective communication with hosts for event schedules, including set-up, clean-up, and breakdown activities

Logistics Management

- Oversee event logistics to ensure smooth and efficient day-of operational flow before, during, and after each event.
- Familiarize yourself with venues ahead of events to coordinate the plan for event layout, including ideal locations for vendors (food trucks, artisans, table tops) and activities (stage, kid activities, ECH Mobile Unit, etc)
- Coordinate the transportation, setup, and return of all materials, equipment, and supplies needed for events, including shaded areas and water stations.
- Ensure volunteers and staff are assigned to help non-ECH individuals get to and from the right place in a timely manner on day-of.
- Coordinate food, water, shade, bathroom and meal breaks for internal and external volunteers.
- Maintain up-to-date crowd management certification and any other safety training as required by ECH, host venues, or local authorities.

Vendor Management and Negotiation

- Maintain an up-to-date list of event service providers and vendors in CiviCRM
- Develop and maintain positive working relationships with vendors and strategic partners.
- Ensure the organization receives quality services at competitive rates.
- Collect data on vendor satisfaction and quality of services provided.

Registration and Event Materials

- Review promotional and registration materials for accuracy and completeness.
- Coordinate the production and distribution of attendee lists, name badges, credentials, and event materials, among others.
- Assist in maintaining accurate event records and participant information, including vendor activities (such as number of individuals served and sales outcomes) and attendance records/crowd estimation.

Post-Event Evaluation

- Coordinate post-event evaluations with vendors, partners, and internal stakeholders.
- Assist with invoice reconciliation, payment processing, and contract closeout.
- Evaluate vendor performance and document lessons learned for future events.
- Prepare internal reports summarizing event outcomes, successes, challenges, and recommendations.
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Database Management & Reporting

- Maintain up-to-date and accurate records for service providers, vendors, and volunteers in civiCRM.
- Track volunteer hours, placements, and retention data
- Prepare regular reports on volunteer program metrics for the supervisor
- Ensure data integrity and confidentiality in all recordkeeping
- Assist ECH administration with external reporting of events

Note: This position requires flexibility to assign and reassign volunteers as needed, as well as logistics modification in response to program changes or special circumstances.

Qualifications

- **Education**- High school diploma or associate's degree required; Additional training or certification in project management, logistics, or event planning, or a Bachelor's degree in Business Administration, Event Management, Hospitality, Communications, or a related field preferred. Relevant professional experience may substitute for formal education.

- **Experience**
  - Minimum of two (2) years of experience in personnel or volunteer coordination, community outreach, or a related role
  - Minimum of two years of experience planning and coordinating events.
  - Experience working with diverse populations and communities preferred
  - Prior experience in a nonprofit or community-based setting preferred

- ***Skills and Competencies***
  - Excellent organizational and time management skills
  - Ability to manage multiple projects and priorities simultaneously

- Excellent interpersonal and communication skills
- Strong problem-solving and decision-making abilities
- Strong attention to detail and follow-through
- Cultural competency and genuine commitment to serving diverse/multilingual communities
- Collaborative, service-oriented approach with a warm and welcoming presence
- Integrity, accountability, and attention to detail in recordkeeping

- ***Language:*** Bilingual proficiency in English and Spanish required (native or B2–C1 level).

Compensation & Benefits

This is a full-time position at 40 hours per week, with occasional evenings or weekends based on program needs. The salary range is **$43,729 – $56,848.** Final placement within the range is determined based on education and relevant experience upon completion of the 90-day introductory period. Benefits include health insurance, dental, vision, and a 401(k) plan.

How to Apply

To apply for this position, please email your resume to **talent@elcentronc.org**, indicating the position title in the subject line.