

<b>Position Title:</b> Community Liaison	<b>Status:</b> Full-Time, Non-Exempt
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**Position Summary**

The Community Liaison will be responsible for supporting the implementation of administrative functions, projects and programs related to Buffalo Niagara Waterkeeper’s mission to protect and restore our water and surrounding ecosystems while connecting people to water. This position will work across the entire organization to support aspects of volunteer recruitment and management, incoming community inquiries and requests, community outreach, education, tours, special events, and restoration projects, including providing support to organizational advocacy and fundraising efforts.

**Duties and Responsibilities**

*As a member of the Buffalo Niagara Waterkeeper (BNW) team, this role will include the following primary responsibilities:*

- Coordinates volunteer recruitment, training, and continued volunteer engagement across the organization, including Spring Sweeps, Solo Sweeps, the Volunteer Ambassador Program, and other organizational programming.
- Coordinates with the BNW team around custom programming requests for organizations such as schools and education organizations, corporate groups, and other nonprofit groups. These requests potentially include tabling, guest speaking experiences, tours, and stewardship projects.
- Conducts community outreach and public engagement on various topics related to BNW’s mission, including tabling events, workshops, festivals, etc.
- Coordinates and/or implements educational tours and programming, environmental stewardship, habitat restoration activities and other organizational programming.
- Assist BNW’s Advancement Team in the promotion of a philanthropic culture amongst our volunteers and outside constituents through training and community outreach.
- Works closely with the BNW team to manage event calendars and ensures effective event communications both internally and externally.
- Coordinates creation of online registration pages, using volunteer management software, for public events and oversees volunteer participation, logistics and communication to registrants.
- Responds to public inquiries via email, phone, and in-person communications.
- Drafts and prepares presentation materials and social media posts.
- Provides administrative assistance for various staff and projects, such as drafting meeting minutes, procuring supplies, data collection and documentation.

**Position Qualifications**

- Associate’s degree required, in Education, Communications, Natural Sciences or related field.
- 1+ years of professional experience in customer service, client relations, community relations, outreach, education, volunteer and event management or coordination, or a related field.

### Knowledge, Skills, and Abilities

- Ability to coordinate volunteers and manage events.
- Ability to understand, translate, and communicate scientific data and information to the public.
- Strong organizational skills and ability to prioritize tasks in an adaptable, fast-paced environment.
- Excellent verbal, written, and interpersonal communication skills.
- Ability to present to diverse audiences and work with individuals from diverse backgrounds and communication styles.
- Ability to work in a multi-disciplinary environment with extensive cross-team collaboration.
- Ability to maintain a high energy level and be comfortable managing multi-faceted tasks in conjunction with day-to-day activities.
- Customer-service oriented and able to represent the organization in a professional manner.
- Knowledge of Microsoft Office.
- Demonstrated skills in data collection, monitoring and interpretation preferred.
- Knowledge of educational lesson plan development considered a plus.

### Physical Requirements/Abilities

- The work of this position is performed in an in-office and hybrid/remote setting with regular fieldwork and site visits required.
- Flexibility in the schedule is required; occasional work in the evening and weekends for meetings or event participation will be required.
- Must be comfortable working outdoors in inclement weather and in and around water.
- Must possess the willingness and ability to travel to various work site locations throughout WNY.

### Compensation

Hourly rate range is \$21 - \$24 per hour, commensurate with relevant experience and demonstrated skills. A robust benefits package including health care options, 401k retirement plan, paid time off, paid holidays, life insurance, and options for a hybrid flexible schedule is included with this position and the details of this package will be discussed with the final candidates.

### **Directions for Applying**

Buffalo Niagara Waterkeeper is an equal opportunity employer and does not discriminate on the basis of race, national origin, religion/belief, gender, sexual orientation, age, non-disqualifying physical or mental disability, or any other basis covered by law. Employment decisions are based solely on qualifications and business needs.

Must include a cover letter explaining your interest in this position and what you would bring to Buffalo Niagara Waterkeeper, as well as a resume.

**PLEASE include the POSITION TITLE in the subject line of the email and the cover letter.**

Applications sent by email preferred, will accept mailed in applications if received by Sunday December 22<sup>nd</sup>, 2024. Applications will be reviewed on a rolling basis. No phone calls.

Hard copy address OR email address send to:

Bonnie Majda, Administrative Assistant  
Buffalo Niagara Waterkeeper  
721 Main Street  
Buffalo, NY 14203  
Bmajda@bnwaterkeeper.org

**APPLICATION DEADLINE: End of day Sunday December 22<sup>nd</sup>, 2024.**

