



EMPLOYMENT OPPORTUNITY

Community Forester

Reports to Education Programs Manager

Position summary

The community forester connects with a variety of people, is detail minded, and combats climate change one house at a time. The primary responsibility of the community forester is to support individuals and groups to plant and care for trees, inspiring them to take steps to improve their homes and neighborhoods. The community forester promotes Tree Foundation programs and works throughout the organization to support efforts to grow thriving communities through stewardship of our urban forest.

About the Sacramento Tree Foundation

The Tree Foundation is a nonprofit organization with a mission to grow thriving communities through stewardship of our urban forest. Since 1982, we have planted over one million trees throughout the Sacramento region, and we continue to plant over 10,000 every year. Knowing the profound health, environmental, and economic benefits of trees, we envision an urban forest canopy that benefits the entire region and every neighborhood, especially those that historically have been underserved and under-canopied. Learn more at www.sactree.com.

Principle duties

SITE VISITS

1. Meet with people at homes, businesses, schools, parks, or virtually - utilizing online conferencing technology - to strategically choose tree planting locations and species that will provide the most overall community benefits (energy savings, street shading, carbon storage, air quality, property value, and more). Site assessments occur during regular weekday hours, and on some weekend days.
2. Provide appropriate and understandable information to the customer regarding planting and care techniques. Ensuring customers understand the importance of proper tree placement and survival is critical to this position and the organization's mission.
3. Create planting maps for both customer information and internal record keeping detailing planting location, species, benefits, and customer agreement information.
4. Create accurate records of the site visit in Salesforce database with iPad and office computer.

CUSTOMER SERVICE

1. Actively communicate with tree recipients following site visits to provide continuous support and information on tree benefits, planting, and care through phone calls, emails and in-person follow up visits to ensure that they are knowledgeable about how to best care for trees.

2. Provide impeccable customer service to all customers, volunteers, and community members through all forms of communication including phone, e-mail and in person. As the Community Forester is a primary point of contact between the public and the Tree Foundation they are expected to passionately represent and promote Tree Foundation programs and mission.

OUTREACH & EDUCATION

1. Lead and support public tree planting events at various locations (such as at parks or schools) in person or virtual, occasionally occurring on weekends, including coordinating with partners and Tree Foundation staff.
2. On a limited basis, support workshops, clinics, and presentations on educational topics such as pruning, watering, tree tours, etc.
3. On a limited basis, attend outreach events and neighborhood meetings to represent the organization.
4. When applicable, build and maintain relationships with neighborhood associations, park districts, school districts, and other relevant groups.

ADMINISTRATION

1. Participate in the creation of a departmental and organizational action plan. Ensure that any individual goals are achieved.
2. Carefully manage daily calendar to meet customer demand, special requests, and office work.
3. Attend trainings, meetings, workshops, etc. as needed – occasionally during the evening or on weekends.
4. Supervise volunteers at public tree planting events.
5. Ensure that any company vehicles that are used are maintained properly.
6. Work as part of a team to implement the Tree Foundation's mission to grow stewardship of the urban forest.
7. Perform other job duties as needed.

Qualifications & experience

- **EDUCATION:** High School diploma.
- **EXPERIENCE:** Studies or previous work experience in education, horticulture, forestry, biological sciences, or related fields is strong preferred, but not required. Experience with non-profit organizations and/or customer service preferred.
- **DIRECT SKILLS:** Excellent written and verbal communication skills. Superior ability to multi-task and meet deadlines. Must have a Class C driver's license and a clean driving record. Bilingual or multilingual (Spanish, Russian, Cantonese, Hmong, Tagalog, Vietnamese) abilities highly preferred. Working knowledge with constituent management systems such as Salesforce is a plus.
- **TEMPERAMENT/SOFT SKILLS:** Open-minded. Must be willing to meet the community on their terms. Attention to detail, creativity, and willingness to try new things is a must. Detail oriented, accurate. Cultural competency and an approach that is appreciative,

affirming, and inclusive of all cultural backgrounds. Ability to work cooperatively with others; must be comfortable working in a mission-based, non-profit environment.

Working conditions

This role will be required to work nights and weekends periodically up to two times a month. Both outdoor and in office work is required for this position. The employee will work with their supervisor to establish a minimum requirement for how frequently they will need to work in the office or at other off-site work locations. Employees are welcome to work in the office more frequently if they desire. The employee may be exposed to extremes in weather including heat, rain, and freezing temperatures as well as extended periods of sitting and standing. Must be able to lift 30 pounds. This role will spend a great deal of time traveling throughout Sacramento County.

COVID-19 policy

In order to provide and maintain a safe and healthy workplace, The Sacramento Tree Foundation has adopted a policy to protect the health and well-being of our employees, their families, our customers, and visitors from infectious exposures that may be mitigated through an effective vaccination program. This policy applies to all employees and board members. When participating at Sacramento Tree Foundation in-person meetings, events or in-person work, all staff and board must meet the following criteria: Be vaccinated with an approved COVID-19 vaccination (A person is considered fully vaccinated two weeks after receiving the second dose of a two-dose vaccine or one dose of a single-dose vaccination) OR receive a negative COVID-19 test 48 hours prior to the Tree Foundation event.

Compensation

This is an at-will, full-time, non-exempt position. Pay is \$19.50 to \$20.50 an hour based on level of experience, plus benefits including health care, dental, and vision coverage (including for dependents), 13 days PTO increasing with tenure, a generous number of paid holidays, 403(b) retirement plan with 1% employer contribution, an employee assistance program, and life insurance.

Application procedure & timeline

Email resume and cover letter to hr@sactree.com. Interviews will be scheduled on a rolling basis and hiring will occur as soon as possible.

Inclusivity statement

The Sacramento Tree Foundation is proud to be an Equal Employment Opportunity employer. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

We are committed to the full inclusion of all qualified individuals. As part of this commitment, the Tree Foundation will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact us at hr@sactree.com or (916) 924-8733.