



JOB DESCRIPTION

JOB TITLE: Community Forester
DEPARTMENT: Education
REPORTS TO: Education Programs Manager

DATE: September 2020

POSITION SUMMARY:

The Community Forester is someone who likes connecting with a variety of people, is detail minded, and wants to combat climate change one house at a time. The Community Forester role is focused on teaching the value of trees, encouraging informed citizen action and offering expertise on best tree practices. The primary responsibility of a 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 educates the public on the inextricable links between a healthy, robust urban forest and a community's quality of life, health and well-being of its citizens and environmental benefits. 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.

Due to COVID, this position will be mostly home-based, with one or more days a week working in the field with strict distancing rules in place. For more information see the "working conditions" section below.

PRINCIPLE DUTIES:

Site Visits

1. Meet with people at homes, businesses, schools, parks, or virtually - utilizing online conferencing technology - to strategically chose 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. Educating customers on 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 educational support and information on tree benefits, planting, and care through phone calls, emails and in-person follow up visits to ensure that they are knowledge 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 support during COVID, occasionally occurring on weekends, including coordination with partners and volunteer management.
2. Support workshops, clinics, and presentations on educational topics such as pruning, watering, tree tours, etc.
3. Attend outreach events and neighborhood meetings to represent the organization and provide education.

4. Identify community events and other outreach opportunities appropriate to market Tree Foundation programs and offer educational opportunities
5. When applicable, build and maintain relationships with neighborhood associations, park districts, school districts, and other relevant groups.

Administrative

1. Write and achieve an annual work plan to include measurable goals
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 and/or interns
5. Maintain assigned company vehicle including cleanliness and routine maintenance
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

JOB REQUIREMENTS:

EDUCATION: Bachelor's degree preferred. Studies in education, horticulture, forestry, biological sciences, or related field beneficial, but not required.

EXPERIENCE: Experience with non-profit organizations and/or customer service preferred.

SKILLS: Open-minded. Must be willing to meet the community on their terms. Cultural competency and an approach that is appreciative, affirming, and inclusive of all cultural backgrounds. Excellent written and verbal communication skills. Superior ability to multi-task and meet deadlines. Attention to detail, creativity, and willingness to try new things is a must.

TECHNICAL SKILLS: Must have a Class C driver's license and a clean driving record. Bilingual (Spanish, Russian, Cantonese, Hmong, Tagalog, Vietnamese) abilities highly preferred. Experience with Salesforce or other similar database systems highly preferred. Working knowledge with constituent management systems such as Salesforce is a plus.

TEMPERAMENT: Must be organized and provide detailed record-keeping and extensive customer follow-up. Must be comfortable working in a mission-based, non-profit environment. The ideal candidate for the position will have a passion for our mission and a commitment to excellent customer service.

SUPERVISORY RESPONSIBILITIES:

No formal supervisory role but may supervise interns or volunteers.

WORKING CONDITIONS:

This role will be required to work nights and weekends periodically. Both outdoor and in office work is required for this position. Due to COVID, over half of the work will be done remotely from home as the Tree Foundation office is only accessible on a limited basis. Once COVID is no longer a concern, it is assumed that this position will resume working a portion of the time in the Tree Foundation office. 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. Will spend a great deal of time traveling throughout Sacramento County.

COMPENSATION:

\$40,560 annually. This is an at-will, non-exempt position. Excellent benefits including health care, dental and vision care coverage, paid holidays, vacation and sick leave.

APPLICATION PROCESS:

Send résumé and cover letter via email to hr@sactree.com

Sacramento Tree Foundation Mission Statement:

Grow thriving communities through stewardship of our urban forest.

Inclusivity Statement

The Sacramento Tree Foundation is 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.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN OFFER OF EMPLOYMENT