



JOB DESCRIPTION

JOB TITLE: Community Forestry Associate
DEPARTMENT: Education Department
REPORTS TO: Education Programs Manager

DATE: March 2019

POSITION SUMMARY:

The Community Forestry Associate is the first point of contact for the Sacramento Tree Foundation and the Sacramento Shade program. The Community Forestry Associate works to provide informational and courteous communication with the public and promotes Tree Foundation programs by phone, email and in-person. This position works closely with the other members of the Education Department, scheduling Sacramento Shade site-visits and responding to general questions. This is a role for individuals that are task oriented and want to play an important role within a complex team.

PRIMARY DUTIES:

Customer Service

1. The Community Forestry Associate is a primary point of contact between the public and the Tree Foundation. As such, this position is expected to represent and promote Tree Foundation programs and mission.
2. Provide impeccable customer service to all customers, volunteers, and community members via all forms of communication including phone, e-mail and in person
3. Work within Salesforce database to: create new leads, modify information for accuracy, schedule appointments, upload customer forms, create and maintain reports, etc.
4. Place and receive phone calls in a courteous, prompt, and professional manner
5. Plan, prioritize, schedule appointments and manage the Salesforce calendars of five team members
6. Act as a liaison between the Education Department and SMUD to obtain missing data elements, such as phone number or email addresses
7. Manage tasks for follow-up communications and record management

SECONDARY DUTIES:

Outreach, Education & Administration

1. Attend events to represent the organization and provide education to the general public – occasionally during weekends and evenings
2. Attend trainings, meetings, workshops, etc. as needed – occasionally during evenings and weekends
3. Carefully manage daily calendar to meet customer service demand, special projects, and office work
4. Write and achieve an annual work plan that will include measurable goals

JOB REQUIREMENTS:

EDUCATION: High school diploma

EXPERIENCE: 2-5 years of office experience required. Experience with non-profit, mission based organizations preferred.

SKILLS: Excellent customer service, communication and organizational skills. Cultural competency and an approach that is appreciative, affirming, and inclusive of all cultural backgrounds. Must be proficient in Microsoft Office and comfortable with utilizing web-based tools. Candidate should possess flexibility, time management skills,

good judgment, be open to learning, and have the ability to work independently and interact with diverse audiences. Class C driver's license. Experience with Salesforce and Google Earth is a plus. Bi-lingual (Spanish, Hmong, Tagalog, Vietnamese, Cantonese, Russian) is a plus.

TEMPERAMENT/SOFT SKILLS: 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.

WORKING CONDITIONS:

Must be able to work occasional evenings and weekends

Ability to lift 30 pounds

Casual office environment

Both indoor office work and some outdoor work is required for this position. Therefore, Community Forestry Associate may be exposed to extremes in weather including heat, rain, and freezing temperatures as well as extended periods of sitting and standing.

COMPENSATION:

\$17.25 - \$18.25 per hour.

Benefits package including: health, dental, vision, and life insurance; paid holidays, vacation, and sick leave; employee assistance program; 403(b) retirement savings plan.

APPLICATION PROCESS:

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

Mission Statement:

The Sacramento Tree Foundation is building healthy, livable communities in the Sacramento region by growing the best urban forest in the nation

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN OFFER OF EMPLOYMENT