



EMPLOYMENT OPPORTUNITY

Scheduling Coordinator

Reports to Education Programs Manager

Position summary

The Scheduling Coordinator plays a critical role within the Sacramento Shade program. They are the hub of all activity related to the Tree Foundation's shade tree distribution program – ensuring that the Salesforce database system is supporting the nine-member education team while at the same time providing support for public and promoting Tree Foundation programs primarily by phone and email. This is a role for individuals that are task oriented, detail oriented, and want to play an important role within a complex team. This position works closely with the other members of the education department, facilitating communication amongst team members, scheduling site visits and responding to general questions from the public.

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

SACRAMENTO SHADE PROGRAM COORDINATION

1. Ensure that all Sacramento Shade scheduling and Salesforce database-related procedures are following best practices in record-keeping, general logistics, and customer service.
2. Participate with the Salesforce team, serving as the point-person for the Sacramento Shade program.

CUSTOMER SERVICE

1. Be a primary point of contact between the public and the Tree Foundation. Represent and promote all Tree Foundation programs and mission.
2. Provide impeccable customer service to all customers, volunteers, and community members via all forms of communication including phone, email 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 and emails in a courteous, prompt, and professional manner.
5. Plan, prioritize, schedule appointments, and manage the Salesforce calendars of five team members.

6. Manage tasks for follow-up communications and record management.

OUTREACH, EDUCATION, & ADMINISTRATION

1. Carefully manage daily calendar to meet customer service demand, special projects, and office work.
2. In limited instances, attend events to represent the organization and provide education to the general public – occasionally during weekends and evenings.

Qualifications & experience

- EDUCATION: High School diploma
- EXPERIENCE: 2-5 years of office experience required, including scheduling or and customer service over the phone. One or more years of experience with Salesforce or other customer relationship management database systems required.
- 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. Familiarity with Form Assembly and/or DocuSign is a plus. 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. Experience with Google Earth is a plus. Bi-lingual (Spanish, Hmong, Tagalog, Vietnamese, Cantonese, Russian) is a plus.
- TEMPERAMENT/SOFT SKILLS: 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

On a case-by-case basis, staff will work with their manager to determine how much time they can work from home to limit exposure to COVID-19. As the circumstances change, staff may be requested to participate at in-person events and meetings, and/or spend more time in the office. On an infrequent basis, this role will be required to work some nights and weekends.

COVID-19 policy

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 \$21 to \$23 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.