

Position Title:	Community Relations Coordinator
Classification:	Non-Exempt
Reports To:	Director of Development
Location:	Wyoming
Compensation:	\$22.75 Hourly
Benefits:	Medical, dental, and vision, a 401(k) retirement plan with a 4.5% company match plus potential additional matching based on tenure, PTO, paid sick leave, paid holidays, and a flexible schedule

As the largest charitable food distributor in Wyoming, Food Bank of Wyoming is passionate about ensuring every community member has the resources they need to thrive. Supporting our Wyoming communities begins with passionate, mission-driven individuals.

The Community Relations Coordinator is responsible for the development and execution of Food Bank of Wyoming's volunteer engagement strategies, ensuring meaningful and mission-aligned experiences for individuals and groups. This position manages all aspects of the volunteer program, including recruitment, retention, stewardship, and conversion of volunteers to donors. The specialist collaborates across departments to build strong relationships with volunteers, implement creative engagement opportunities, and coordinate high-impact events. This role supports donor database, volunteer hub, receptionist support and the launch of special initiatives, including the Oil City Corporate Challenge. With a deep commitment to service and hospitality, the Community Relations Coordinator helps create a welcoming and empowering environment for all supporters.

The Food Bank's team is dedicated to creating an efficient food distribution network to reduce and help end hunger across the state. Staff are committed to embodying the Food Bank's organizational values and mission in all activities.

If you are looking for a mission-focused organization where innovation and teamwork are encouraged and new ideas are valued, then this is an ideal position for you.

The mission of Food Bank of Wyoming is to ignite the power of community to nourish people facing hunger. We provide food and necessities to people in need through signature programs and by teaming up with hundreds of Hunger Relief Partners to serve communities across Wyoming. We believe that for a community to thrive, every person must have the resources they need to flourish, and we strive to provide proper nourishment for every neighbor.

Primary Responsibilities:

Volunteer Strategy & Relationship Building 45%

- Develop and execute volunteer engagement strategies to recruit, retain, and steward individuals and groups.
- Create and implement strategies to cultivate volunteer-donors and grow pathways for deepened support.
- Cultivate relationships with volunteers, community members, and local partners to strengthen participation in the volunteer program.
- Respond promptly and professionally to all volunteer inquiries and requests via phone, email, and in person.
- Manage day-to-day operations of the volunteer program, ensuring high-quality experiences and regular feedback loops for continuous improvement.
- Coordinate and lead events such as Volunteer Appreciation celebrations, Family Volunteer Days, and corporate volunteer activities.

- Collaborate with the Development team to identify new opportunities for community engagement, including interdepartmental initiatives.

Reception and Office Coordination 35%

- Greet visitors upon arrival for set times of the day and direct them to the appropriate location providing excellent customer service and professionalism.
- Directing calls to the appropriate individuals and providing support for the help desk.
- Back up to the reception desk as needed.

Data, Communication & Outreach 10%

- Maintain accurate volunteer and donor data using Bloomerang and Engaging Networks.
- Assist with daily gift entry and other data input related to volunteer and donor activities.
- Create a bi-monthly volunteer newsletter for volunteer engagement.
- Create volunteer stories and photo content for use in social media and other outreach materials.

Special Projects & Cross-Team Collaboration 10%

- Launch and manage special projects.
- Collaborate with marketing, development, and program staff to ensure alignment and visibility for volunteer initiatives.
- Promote the Food Bank's mission and values through positive, community-centered interactions with all volunteers.
- Handle confidential information with discretion and care, ensuring the privacy and respect of employees, volunteers, partners, donors, or others.

Required Knowledge, Skills, and Abilities:

- Commitment to fulfilling Food Bank of Wyoming's mission and positively representing the brand both internally and externally.
- Strong interpersonal and relationship-building skills with the ability to engage diverse stakeholders.
- Demonstrated ability to develop and manage programs and events, with attention to detail and follow-through.
- Excellent written and verbal communication skills.
- Creative and collaborative mindset with a passion for community building and storytelling.
- Proficiency in volunteer or donor database systems such as Bloomerang and Engaging Networks.
- Strong organizational skills and comfort managing multiple priorities simultaneously.
- Commitment to confidentiality and respectful handling of sensitive donor and volunteer information.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Using office equipment such as a computer, mouse, keyboard, printer.
- Shared office environment; outdoor work environment occasionally.
- Occasionally lift or move up to 25 pounds.
- Occasional/frequent travel within the service area including to Western Slope and Food Bank of the Rockies distribution centers (up to 25%).

Required Qualifications:

- High school diploma or equivalent required; Associate degree or relevant experience preferred

- Minimum of two years' experience in volunteer management, community engagement, or related field preferred
- Minimum of 1 – 2 years of Customer service skills preferred
- Previous experience in nonprofit or service-based settings preferred
- Must possess a valid driver's license

Expected Hours of Work:

This is a full-time, non-exempt position (40 hours per week) with limited flexibility to work remotely. Travel within the geographic region will be required (approximately 25%) for off-site work, with the remainder of work done in office. Daily schedules may vary and should maintain Food Bank of Wyoming's core hours between 8 am and 4:30 pm.

Compensation:

\$22.75 Hourly

Benefits:

At Food Bank of Wyoming, we provide a fulfilling workplace along with a comprehensive benefits package that includes:

- **Generous Paid Time Off:** Flexible paid time off, including 10 paid holidays, sick leave, parental leave, and opportunities for paid volunteer time.
- **Robust Retirement Plan:** A 401(k) retirement plan with a 4.5% employer match, plus additional matching based on tenure for a total potential match of up to 8.5%, to support your long-term financial security.
- **Comprehensive Health Coverage:** Competitive health, dental, vision, and life insurance plans to support your meet your and your family's needs.
- **Bilingual Incentive:** A monthly incentive for certified bilingual staff, recognizing and rewarding your valuable language skills.

To Apply:

Apply online through wyomingfoodbank.org/join-our-team/. Applications will be accepted until **October 31**.

Thinking about applying?

True passion and excitement for making an impact are just as important as work experience.

We encourage you to apply even if you feel you don't check every box in this posting.

Food Bank of Wyoming is an Equal Opportunity Employer (EOE), M/F/D/V/SO. We are committed to providing reasonable accommodations to applicants with disabilities in order to participate in the application or interview process. If you require any accommodation, please contact us at hr@foodbankrockies.org or 303-371-9250.