



Position: Service Coordinator
Classification: Exempt
Reports to: Director of Service
Date: September 7, 2022

Organizational Summary

The Community Impact Network (Network) and Equity Homes are private operating foundations managed by The Equity Network (TEN). They share a common vision to Build Equity in the 24:1 footprint, named for the 24 municipalities (now 23) in the Normandy Schools Collaborative (NSC) boundaries.

The Network provides grants and manages funding agreements with established non-profit organizations (Platform Partners), including Equity Homes; provides funding agreements to municipalities for the development of infrastructure for scattered site or subdivisions of new homes; leads three coalitions of about sixty members (Coalition Members) that provide consumer-driven program services to the 24:1 community; and supports the Impact Education Center that houses a branch of Harris Stowe State University.

Equity Homes funds the Equity Homes Construction, LLC (Construction Co.). The Construction Co. renovates single family homes in the 24:1 footprint for resale at affordable prices to low- and moderate-income households and runs a demolition company that demolishes vacant and abandoned buildings and clears overgrown lots.

The Network and Equity Homes operate with a combined annual budget of \$15 million and employ 28 full-time employees (12 TEN and 16 Construction Co.).

Position Summary

The Service Coordinator position is a full-time, salaried position with benefits. The position supports the Network team, and specifically the Director of Service, with projects related to the Network its platform partners and coalition members. The Service Coordinator has a background in service delivery and project management, proven people management abilities, and a sincere passion for the mission.

Working closely with the Director of Service, the Service Coordinator will coordinate Network Coalition meetings, facilitate and manage projects with platform partners and coalition members, and support the development and fostering of collaborative relationships for success.

Essential Functions

Essential functions are fundamental job duties. They do not include marginal tasks, which are also performed, but are incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide key support to Director of Service for projects ranging from engagement to coalition building.
- Develop, organize, and evaluate the Network Coalition meetings, both virtually and in person.
- Coordinate activities, meetings, trainings, and events for the Network and supply logical organization.
- Manage collaborative partnerships and projects between Network members. Anticipate and mediate issues after discussion with the Director of Service.
- Maintain a documented system of communications and outreach with the Network partners and members.
- Support Network team in organization and file management to collect and maintain accurate and accessible information about the Network members and ongoing projects.
- Have a thorough understanding of all grantee programs, strategies to accomplish Network goals, the populations served, the metrics for success to develop linkages and partnerships.
- Continuously champion goals and maintain relationships with partners, stakeholders, and community members to get valuable feedback, ensure belief in the mission, and mitigate risks to success.
- Help establish and model clear expectations and desired outcomes with Network coalition members and partners.
- Maintain professional development and seek out innovations in the industry to bring best practices to the network and coalition members.
- Provide staff support to the Director of Service, Director of Data & Analytics, and Chief Operating Officer.
- Perform other related duties as necessary or assigned.

Competencies

Personal characteristics required of all employees such as honesty, integrity, ability to get along with others, professionalism, and courtesy are presumed qualities which may not be listed specifically.

- Team-oriented and committed to sustaining strong, productive working partnerships with all staff, board members, community members, and stakeholders.
- Strong interpersonal skills; sensitivity to diversity and multi-cultural issues. Able to build effective relationships for the organization among diverse constituencies.
- Knowledge of community engagement, event planning and coordination, and outreach. Committed to being instrumental in creating success for others.

- Highly organized with demonstrated strengths in organizing workloads, problems solving, and ability to coordinate and manage unrelated functions and handle multiple projects and deadlines concurrently.
- Embraces change and is flexible and adaptable.
- Ability to represent and reflect organizational values.

Required Experience and Qualifications

- Experience working with non-profits, service providers, and the community.
- Experience working in program coordination, or project management.
- Excellent communication skills, including verbal, written, and listening; experience representing an organization to the public.
- One (1) to three (3) years of progressively responsible experience related to the duties of this position.
- Bachelor's degree in Non-Profit Management, Communications, Community Development, Public Administration, Project Management, Education, Business, or a related field preferred.

Position Type and Expected Hours of Work

This is a full-time, in-office position in a standard office environment. The office is open Monday through Friday, 8 a.m. to 5 p.m. Some work after the normal office hours or on weekends may be necessary from time to time.

Physical Demands

This is a sedentary position requiring use of computers, phones, and personal conversations. The constant use of eyes and hands will be required in all environments where work is performed. The incumbent may stand, walk, reach, stoop, climb, lift, carry, and bend occasionally when performing essential job function in the office and at other locations. These activities may include walking through various locations and at activities, operation of common office equipment such as photocopiers, fax machine, mailboxes, or scanner.

AAP/EEO Statement

We have a policy of offering equal employment opportunities to all employees and applicants. Specifically, Equity Homes does not discriminate in employment opportunities or practices on the basis of race, color, gender, religion, national origin, age, sexual orientation, gender identity, citizenship status, pregnancy, mental or physical disability, veteran status, genetic information, or any other characteristic to the extent prohibited by Federal, state or local law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

COVID-19

Community Impact Network requires COVID-19 vaccinations for all staff. As a prospective and/or a new employee at Community Impact Network, you will be/are required to comply with the company's vaccination policy. To be considered "vaccinated" under this policy, the

employee must receive all doses recommended by the United States Centers for Disease Control and Prevention (“CDC”) of a COVID-19 vaccine authorized for that purpose by the Federal Drug Administration (“FDA”). Proof of full vaccination is required before the start of employment in order to work at Community Impact Network. Exemptions may be granted on the grounds of religious beliefs or medical circumstances.