

Join the Watershed Center's growing staff team!



Position Overview

Title: Online Community Engagement Coordinator	Starting Wage Range: PA I \$20.45 - \$23.45 or PA II \$27.45 - \$30.45
Classification: PA I or PA II (depending on experience)	Location: Remote; 3-6 multi-day trips per year
Schedule: Full time (30-40 hours/week) hourly position with a flexible schedule	Benefits: paid holidays, vacation, health care, and retirement (see job description for more)
Hiring Timeline: position open immediately, seeking candidates who can start no later than June 2024	Position Requirements: access to high-speed internet connection and the ability to use a computer and remote office tools required.

About the Position

The Watershed Center is seeking an Online Community Engagement Coordinator to join our national fire resilience program team. The Online Community Engagement Coordinator will support partners in the national, multi-organizational [Fire Networks Partnership](#): the Fire Adapted Communities Learning Network (FAC Net), the Fire Learning Network, Indigenous Peoples Burning Network, and Prescribed Fire Training Exchanges (TREX). Specifically, the Online Community Engagement Coordinator will:

Support and engage Fire Networks members in using an online community:

- Support Fire Networks in accessing and using the online community by providing direct member support and ongoing education. Includes answering emails and direct messages; problem solving and instructing members on how to use our online community platform; and tracking and describing platform updates for members.
- Act as a critical part of the Fire Networks team by tracking member asks, support needs, and coordinating with other staff to deliver services.
- Work with FAC Net's Strategy Director on tracking member and partner resource requests and space buildouts to support long term strategy.
- Support partners that are acting as space hosts and moderators within the community by providing technical advice and training as needed.

Support online event logistics and design engagement opportunities:

- Manage registration and support coordination with speakers and presenters for virtual learning events. Includes managing contracts/speaker fees, supporting outreach and marketing sessions, and conducting data capture and evaluation in partnership with other program staff.
- Review and assess event announcement and registration processes to maximize effectiveness, engagement, and efficiency between the online community and other FAC Net systems.
- Support teammates and lead on creating opportunities for increased engagement, such as online events, webinars, live streams, or group discussions. Includes recruiting speakers and subject matter experts, at times participating as part of virtual facilitation teams, and supporting a learning and networking environment for members.

Interface between online community and other FAC Net systems tools:

- Support the FAC Net Strategy Director in development of data collection processes that support community wildfire resilience outcomes. Includes information curation to support storytelling, impact reporting and technical service delivery.

This position will work directly with the FAC Net team and interface with the larger Fire Networks partnership team, acting as a bridge between direct member support and systems and organizational processes and procedures.

About the Watershed Center, FAC Net and Fire Networks Partnership

The [Watershed Research and Training Center](#) (the Watershed Center) sustains healthy lands and healthy communities. What started in the early 1990's as a local project to re-train displaced loggers and mill workers in Trinity County, California is now a vibrant nonprofit organization working locally, across California, and nationally on a host of landscape conservation and community development projects. We advance place-based stewardship efforts at home, and support other local leaders as they organize, innovate and implement their own place-based initiatives.

Over the last two decades, our role in fire work has expanded from that of local practitioners to co-leads in a national partnership with The Nature Conservancy, the USDA Forest Service and Department of Interior. This national partnership invests in and connects place-based leaders through a set of fire-resilience networks and training programs (including [FAC Net](#), the Fire Learning Network, Indigenous Peoples Burning Network and Prescribed Fire Training Exchanges). The Watershed Center's primary role is to steward FAC Net—a community resilience and fire adaptation network. Stewardship of the network includes supporting member projects and capacity, offering coaching, strategy development, and peer learning; providing training, technical assistance and special project support; advancing the concept of fire adaptation by sharing stories and lessons; and by participating in national strategy and research.

About the Candidate:

We're looking for an experienced community coordinator who is passionate about effective communication and customer service and able to support and implement efficient and logical workflows. Someone who is comfortable communicating with a wide variety of people and optimizing existing systems will thrive in this role. The ideal candidate will enjoy both independent, behind-the-scenes work, as well as client interface, acting as a frontline touchpoint with a variety of partners, practitioners, and, occasionally, funders. They will work to understand the needs of network members, provide education and support for using the online community platform; and help program staff coordinate around delivering content, services, and events via the online community platform.

Our Online Community Engagement Coordinator will be:

- An excellent communicator
- Dedicated to creating good experiences for our members
- Comfortable working with a variety of platforms, software, and learning new systems
- Experienced with online community design and development

- Experienced with or willing to learn how to use Salesforce (our CRM)

To Apply:

Email a cover letter, resume, work sample and three professional references to:

megan@thewatershedcenter.com

The cover letter should be no more than three pages. Please include a description of how your background meets the qualifications and skills outlined in the position description, explain how your work sample relates to the job description, and elaborate on any other skills or experience you would like to make us aware of.

Applications will be accepted through April 19, 2024. Interviews will begin shortly thereafter.

For questions about this position, email megan@thewatershedcenter.com.

Equal Opportunity Statement

The Watershed Research and Training Center values an organizational culture in which individuals are seen, valued, and respected in all of their many identities. We expect applicants to hold these values.

We are committed to employment practices that ensure applicants are given equal opportunity without regard to race, color, national origin, ancestry, sex, age, religion, physical or mental ability, neurodivergence, medical condition, veteran status, marital status, pregnancy, sexual orientation, gender identity, gender expression, genetic information, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, leaves of absence, compensation and training.

If you need an accommodation in order to apply or interview for a position, contact Heather Jones (530) 628-4206, heather@thewatershedcenter.com; we will endeavor to fulfill any requests.



Watershed Center Job Description

Job Title: Online Community Engagement Coordinator	Starting Wage Range: PA I \$20.45 - \$23.45 PA II \$27.45 - \$30.45
Classification: Program Associate I or II (depending on experience)	Location: Remote within the United States

Job Summary

The Online Community Engagement Coordinator will support network members from the multi-organizational Fire Networks Partnership: the Fire Adapted Communities Learning Network (FAC Net), the Fire Learning Network, Indigenous Peoples Burning Network, and Prescribed Fire Training Exchanges (TREX.) They will design, monitor, and support engagement in the Fire Networks online community platform; lead event logistics and registration; and manage and/or support connections between data collection systems and the online community.

Position Scope, Responsibilities and Core Duties

The Online Community Engagement Coordinator will spend 50% of their time on support for members accessing and using the Fire Networks online community. They will:

- Support members with onboarding into the online community by providing instruction on platform features and usage; answering support questions; and providing updates to membership on new platform features and updates.
- Work with other team members to implement engagement plans and strategies to increase online engagement with the community platform. This will include capturing member feedback and needs to help create other content and programming for network members.
- Work with partners to design new platform spaces that facilitate member use, connection, communication, and learning; and provide space moderators training on how to customize, maintain, and update their spaces.
- Support space moderators in a virtual engagement community of practice
- Track member requests and feedback on online community platform services and features
- Manage registration and support coordination with presenters for 12-18 virtual learning events per year in partnership with other Fire Networks staff. Includes supporting outreach and marketing sessions, at times participating as part of virtual facilitation teams, and conducting data capture and evaluation.

This role will act as a staff point of contact to coordinate and support staff interactions in the online community (25% of the role).

- Lead on implementing engagement plans and strategies. This may include content creation and work with the Fire Networks communications team.

- Monitor activity in the online community platform and adjust engagement strategies as needed to improve outcomes
- Create tracking tools and processes to support members and coordinate staff activity

Build Salesforce data pathways and connect online community data to other FAC Net systems (25% of the role).

Minimum Qualifications, Skills and Competencies

- Excellent communication skills and a customer service mindset.
- Ethical and fair treatment of all people.
- Comfort and proficiency with online community building platforms, CRM databases, the Microsoft Office suite of programs, and Google suite.
- Demonstrated ability to lead logistics for virtual events.
- Ability to work independently and as part of multiple teams.
- Able to implement improvements and efficiencies in processes and work within existing systems.
- Able to develop new processes and procedures and recommend new systems or system changes.

Desired Qualifications, Skills and Competencies

- Experience working in conservation, wildfire, public lands, community resilience, and/or other relevant sectors.
- Knowledge of community engagement principles, online community platforms such as Mighty Networks, Circle, Kajabi, Slack, etc. as well as CRM data entry and management.
- Experience working across teams, including multi-organizational partnerships.

Compensation and Benefits

- This position has a starting wage of \$20.45 - \$30.45. A copy of our full compensation guide will be made available to applicants upon request.
- Employer-paid medical, dental and vision health care. The full premium for employee coverage is paid by the Watershed Center. Dependent coverage is available at the employee's expense.
- 11 paid holidays per year.
- 15 days of paid time off with increasing accrual (up to 30 days per year) as tenure increases.
- 403(B) retirement plan with employer contribution.
- Stipends for cell phone \$55/month and remote office \$100/month (taxable benefit). Remote employees must have a high speed internet connection and supply an office location conducive to their job duties.
- Computer and all software needed for the role are provided.
- Flexible schedule, to be set in consultation with the employee's direct supervisor.

Other Details

- This position is grant funded; full funding is secured through June 2025.
- This position will report to Tiernan Doyle, FAC Net Strategy Director.

- They will work closely with our FAC Net team of six and interface with the full Fire Networks team, including staff from The Nature Conservancy as well as the Watershed Research and Training Center's Co-Executive Director and Fire Networks Co-Director, Michelle Medley-Daniel.
