

TITLE: Engagement & Retail Coordinator
DEPARTMENT: Engagement/Education
FLSA: Non-Exempt/Full Time
REPORTS TO: Community Engagement Manager

PAY & BENEFITS: \$21.00/hour. Comprehensive Health Insurance (Medical, Dental, Vision), Simple IRA, Sick Leave, PTO, Paid Holidays and Winter Break

WORK SCHEDULE: Full-time, 36-hours per week. May be required to work Saturdays. May occasionally be required to work early mornings or evenings during special events.

HOW TO APPLY: Email your application (resume and cover letter) to jobs@tucsonbirds.org by October 1, 2025. Please use "Engagement & Retail Coordinator Application" as the subject line. Please include your first and last name in document titles (eg "Jane Smith Engagement & Retail Coordinator Resume")

SUMMARY: The Engagement & Retail Coordinator will have three areas of responsibility (Volunteer, Retail, and Event Coordination) with the majority of their time focused on coordinating volunteers. Volunteer coordination will involve recruitment, retention, and recognition while working closely with Tucson Bird Alliance staff members to effectively integrate volunteers into their program areas. Secondly, this position will have a set number of hours designated to support the Retail Manager to carry out daily operations of the Nature Shop including opening and closing, fulfilling online orders, and customer service. Lastly this position also will also support the Engagement Team with large event coordination, especially, but not limited to, the Southeast Arizona Birding Festival. This will include utilizing a database, communicating with event partners, leaders, and vendors, and updating the website and social media posts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Volunteer Coordination

- Recruits and retains volunteers for Tucson Bird Alliance programs and events as needed and works with staff to place and train volunteers appropriately. Including conducting volunteer interviews to determine best fits for volunteerism.
- Considers and plans for ongoing volunteer recognition, working with staff to address program and organization-wide volunteer recognition.
- Maintains communication with volunteers regularly through various means (face/face, phone, email, Zoom, website, TBA communications, etc.), and is available for volunteers to contact if needed with specific questions or concerns about their roles or volunteering in general.
- Updates master list in database of current and prospective volunteers, including data entry work involving recording volunteer hours, recording volunteer interaction and follow-up, and pulling volunteer reports from the system.
- Assists with specialized volunteer training with appropriate TBA staff to ensure understanding of volunteer commitment and organizational messaging.
- Creates and maintains appropriate materials for volunteer recruitment (job descriptions, application forms, assessment sheets, emergency contact, volunteer handbook) and may attend community events when relevant as a means to generate interest in volunteerism.

- Seeks out and uses local resources to support volunteer practices; keeps up with current volunteer trends and incorporates into volunteer program.

Retail Assistant

- Provide warm, patient, and generous service that prioritizes connection over high-pressure sales which includes responding to order-related messages and assisting customers in-store and over the phone.
- Support with retail operations and technology including the Shopify POS system, barcode scanners, card readers, mobile system, and receipt printers.
- Be able to perform all opening and closing procedures, including generating daily sales reports and balancing the cash drawer (with support).
- Restock products, maintain a tidy sales floor, and inform the manager of inventory gaps.
- Pack and ship online orders, maintain postage label makers, and manage product listings on the online store.

Large Event Coordination Support

- Schedules and monitors events using the NEON CRM database, Google Sheets, and other methods as appropriate.
- Communicates with event leaders, partners, and vendors to facilitate a healthy event experience.
- Updates events on the Tucson Bird Alliance website, social media, and other areas as appropriate.
- Prioritizes attending large events (i.e. Southeast Arizona Birding Festival, Hawk Watch, Tucson Meet Your Birds, etc.) as well as smaller tabling initiatives as determined by engagement team leadership.

SUPERVISORY RESPONSIBILITY

This position has no direct staff reports.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made for those with disabilities.

- Primarily in an office environment and uses a keyboard, mouse, and other common office equipment.
- Requires intermittent travel to other TBA locations and off-site events.
- Requires working on some weekends as needed.
- Ability to speak and hear coworkers and constituents.
- Ability to lift files, open filing cabinets, and bend or stand as necessary.
- Ability to use hands for manual tasks requiring dexterity.

- Ability to conduct work outdoors for at least eight hours in all weather conditions, in various terrains.

EDUCATION, EXPERIENCE, AND COMPETENCIES

A Good Candidate Will Have:

- Experience with coordinating and supporting volunteers for a non-profit
- Knowledge of database management and the ability to make website updates
- Strong working knowledge of, and comfort with, internet use, e-mail, POS systems, Microsoft Office, Zoom, and Google programs
- Ability to listen and coordinate with a variety of staff, volunteers, and members of the community
- Strong organizational and time management skills, detail-oriented, and the ability to handle multiple, shifting priorities
- An interest in birds, natural history, and conservation
- Understanding of and commitment to Tucson Bird Alliance's mission, goals, and values

A Strong Candidate Will Have:

- Experience with public speaking and interpersonal networking
- Experience with Wordpress
- Experience with Neon CRM
- Experience with Klaviyo
- Experience with Shopify
- Spanish language proficiency

Tucson Bird Alliance is an Equal Opportunity Employer. Our programs and employment are open to all. We value diversity and do not permit any discrimination against applicants, employees, or volunteers on the basis of race, ethnicity, national origin, gender, age, religion, sexual orientation, marital status, veteran status, medical condition, disability, or any other status protected by applicable law or statute in any of our policies or programs. At Tucson Bird Alliance, our commitment to Inclusion, Diversity, Equity, and Access (IDEA) goes beyond being in full compliance with employment law; Tucson Bird Alliance actively cultivates a culture that embraces differences, with the commitment that everyone is a valued member of our team and is treated with respect and dignity. We intentionally work to foster a culture of inclusion with openness, honesty, visibility, creativity, and trust as core values.