



Title:	Bilingual Communication and Volunteer Coordinator
Reports to:	Director of Development and Communications
Status:	Full Time/Non-Exempt
Salary:	\$50,000-\$55,000
Benefits:	Medical, Dental and Vision Insurance, Short Term/Long Term Disability coverage, Life Insurance, IRA retirement plan, Vacation, Sick time, Personal Time

Mission of Focus Points Family Resource Center: To build better communities by strengthening families.

Scope of Organization:

Over the past 30 years, the context has shifted, but the underlying conditions remain. Median home prices in Globeville and Elyria Swansea (GES) have more than doubled in the past decade, increasing displacement pressure on long-time residents. The area remains a federally designated food desert. Families continue to face rising utility costs, limited grocery access, and complex public benefits systems that can be difficult to navigate without bilingual support from staff who understand both the language and the systems involved.

Focus Points integrates Family Support Services, early childhood education, and food access to address the interconnected conditions that shape economic mobility and community well-being.

Position Summary:

Focus Points Family Resource Center is seeking a highly organized, relationship-driven Volunteer & Communications Coordinator to support volunteer engagement, organizational communications, and fundraising initiatives.

This position serves as the primary coordinator for the organization's volunteer program while executing day-to-day communications that elevate the stories and impact of Focus Points. Working closely with the Director of Development & Communications and the organization's public relations consultant, this position focuses on implementing communications strategies through digital content, photography, email marketing, website updates, and social media while ensuring meaningful volunteer experiences across programs and special events.

The ideal candidate enjoys building relationships, managing multiple projects, creating engaging content, and bringing both creativity and organization to a mission-driven nonprofit.

Responsibilities & Activities

Volunteer Engagement

- Coordinate recruitment, scheduling, onboarding, training, and recognition for individual and group volunteers.
- Serve as the primary point of contact for corporate volunteer groups and community service organizations.
- Collaborate with program staff to identify volunteer needs and ensure adequate volunteer support across Focus Points programs.
- Coordinate volunteer engagement for signature events including Lotería, Back2School, the Farmers Market, and other agency events.
- Maintain volunteer records, track volunteer hours, and enter data accurately in Raiser's Edge.
- Facilitate volunteer orientations and maintain volunteer training materials.
- Represent Focus Points at volunteer fairs, employee engagement events, and community outreach opportunities.
- Develop and maintain systems that improve volunteer recruitment, communication, and retention.

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Communications & Marketing

- Execute organizational communications across social media, email, website, and print materials.
- Create graphics, short-form videos, and other digital content using established brand standards.
- Build and distribute newsletters and marketing emails through MailerLite.
- Maintain and update the Focus Points website and online event pages.
- Capture high-quality photography and video at programs, events, and community activities.
- Maintain an organized library of photos, videos, and other communications assets.
- Collaborate with program staff to gather stories, participant testimonials, and program updates.
- Schedule and monitor social media content across organizational platforms.
- Monitor and respond to community engagement through social media and other digital channels.
- Maintain Google Business listings and other online organizational profiles.
- Track communications metrics and prepare quarterly performance reports.

Development & Organizational Support

- Assist with fundraising event logistics, volunteer coordination, and sponsorship fulfillment.
- Coordinate production and distribution of donor stewardship and recognition materials.
- Maintain inventories of promotional materials and organizational merchandise.
- Support departmental administrative projects and communications initiatives.
- Build collaborative relationships with program staff, vendors, volunteers, and community partners.
- Perform other duties as assigned.

Required Competencies

Relationship Building

- Develop positive relationships with volunteers, participants, staff, donors, corporate partners, and community members while providing exceptional customer service.

Written Communication

- Produce clear, engaging, and professional communications across multiple platforms while adapting messaging for different audiences.

Organization & Project Management

- Successfully manage multiple projects, competing deadlines, and changing priorities while maintaining exceptional attention to detail.

Volunteer Engagement

- Coordinate meaningful volunteer experiences through effective recruitment, communication, scheduling, training, and stewardship.

Digital Communications

- Experience with social media platforms, email marketing software, website content management systems, Canva, Microsoft Office, Google Workspace, and other digital communication tools.

Photography & Content Creation

- Capture authentic stories through photography, video, and written content that reflects the mission and impact of Focus Points.

Initiative & Resourcefulness

- Demonstrate a self-starter mindset by identifying opportunities, solving problems, and independently managing projects from concept through completion.

Technology & Database Proficiency

- Maintain accurate records and effectively utilize technology to support volunteer engagement and communications.

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Preferred Competencies

- Bachelor's degree in Communications, Marketing, Nonprofit Management, Public Relations, or a related field, or equivalent professional experience.

- Experience coordinating volunteers or community engagement activities.
- Experience managing organizational social media accounts and email marketing platforms.
- Basic photography, graphic design, and video editing skills.
- Experience using Canva, MailerLite, WordPress, Raiser's Edge, or similar CRM and marketing platforms.
- Experience working in a nonprofit environment preferred.
- Valid Colorado driver's license and reliable transportation.

Diversity Statement

Personal or professional commitment to diversity, equity, and inclusion as demonstrated by persistent effort, active planning, allocation of resources and/or accountability for diversity and inclusion outcomes. Applicant must share a commitment to anti-racist work.

To Apply

Send a cover letter and resume to **Kysha Miller, Director of Development & Communications**, at **kysha@focuspoints.org** with the subject line **"Volunteer & Communications Coordinator Application."** Applications will be reviewed on a rolling basis until the position is filled.

Focus Points Resource Center is an equal opportunity employer and prohibits unlawful discrimination on the basis of age, race, sex, color, religion, national origin, disability, military status, genetic information, ancestry, creed, gender identity or expression, and sexual orientation, or any other status protected by applicable federal, state or local law.

