



TOGETHER WOMEN RISE

Collective action for global gender equality

Title: Engagement Coordinator
Reports To: Volunteer Manager
Department: Membership

Status: Volunteer
Location: Remote/Virtual
Term: One Year

Organization Overview

Together Women Rise is a powerful community of women and allies dedicated to achieving global gender equality. We have hundreds of chapters across the U.S. where members come together to learn about gender equality issues, give grants to organizations that empower women and girls in low-income countries, and build community to forge meaningful connections with each other and with women and allies around the world.

Position Summary

The Engagement Coordinator responds to inquiries from individuals interested in becoming involved with Together Women Rise. As a first point of contact between Together Women Rise and potential new members, donors, and volunteers, this position is responsible for creating a positive first impression of the organization by responding quickly and enthusiastically to all inquiries. The Engagement Coordinator will work mostly independently, with support and direction from the Volunteer Manager.

Essential Responsibilities

Promote and communicate Together Women Rise's mission and engagement opportunities by answering emails and phone calls for the purpose of recruiting new members, donors, and volunteers.

Volunteer Duties May Include:

- Answering incoming emails and voicemails that come to the join@togetherwomenrise.org mailbox during your shift.
- Responding in a welcoming, enthusiastic, and professional manner to all inquiries.
- Providing basic information on how to join a local chapter, start a chapter, or engage in other opportunities such as Book Club, Advocacy, travel, monthly webinars, etc.
- Along with other Engagement Coordinators, keeping the join@togetherwomenrise.org mailbox organized and clear.
- Maintaining records of all inquiries and outcomes in Excel spreadsheets.
- Forwarding inquiries to the appropriate Home Office staff when necessary.
- Communicating with the Engagement Coordinator team and the Volunteer Manager as needed.
- Attending all onboarding trainings and any supplemental trainings needed to fulfill the role.
- Committing to one shift day per week for the span of one year.
- Providing sufficient notice of any absences so Rise can find a replacement for any missed shifts, and offering to fill-in for other Engagement Coordinators when available.

Skills and Attributes:

- Strong phone, verbal, and written communication skills
- Comfortable and willing to converse with individuals by phone
- Enjoys structure, organization, and a routine
- Patient, with excellent active listening skills
- Helpful and enthusiastic about sharing Rise information with potential new members, donors, and volunteers
- Passion for global gender equality, and a commitment to equity, inclusion, diversity and accessibility
- Timely and responsive
- Experience with Microsoft Office applications, especially Outlook and Excel
- Previous experience in customer service or as an administrative assistant helpful

Time Commitment:

- One assigned shift per week, for a total estimate of 12-16 hours per month

This position requires a one-year term, which can be renewed upon mutual agreement between the volunteer and Together Women Rise.

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