



Family Promise of Spokane

# Community Engagement Intern

Last Updated: 2/23/23

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**OVERVIEW:** Family Promise is looking for a highly organized, professional and compassionate person to steward one of our most important resources: our Spokane community. Without education and stewardship, well-meaning community members can, at worst, accidentally hurt families experiencing homelessness and, at best, feel stuck in knowing how to help. The Community Engagement Intern will assist staff members in caring for one-time/new, small and in-kind donors through thoughtful, timely gratitude, seasonal/event-specific requests and general stewardship. The Community Engagement Intern is focused on hospitality and education, centered around cultivating a compelling and engaging experience for community members to grow in commitment and support of Family Promise.

## POSITION DUTIES

- Work in tandem with the Community Engagement Coordinator to complete initial thank you calls for new donors, assessing a correct next step for their stewardship and handing off to assigned staff members for follow up.
- Prepare and send milestone communications (birthday, anniversary, giving anniversary, etc. based on donor behaviors
- Update and maintain CRM with donor information based on interactions
- Locate missing information in CRM and update accordingly
- Participate in outreach and recruitment tabling efforts, education community members about the cause of Family Promise
- Assist with the planning and execution of Family Promise's major fundraising events
- Assist with monthly group visits, volunteer orientations and info nights as requested
- Provide insight on department projects as requested
- Additional projects are available depending on the interest and capacity of the intern
- Assist with relevant projects as needed

## SKILLS

- Competent using Google Suite (Google Docs, Google Sheets, Gmail)
- Excellent written and verbal communication skills
- Comfortable making phone calls
- Demonstrated ability to understand and use new technology
- Appreciated but not required: previous experience coordinating groups, projects or the like

## QUALIFICATIONS - A formidable candidate will:

- Uphold a high standard of confidentiality & organization
- Work independently with volunteers and staff
- Be punctual and prepared
- Be comfortable with public speaking and “faking it till you make it” if you are uncertain of specific answers
- Take initiative to learn new things

**STRUCTURE:** A Community Engagement Intern will work directly with our Community Engagement Coordinator and other interns in the department. Most assigned tasks and projects are completed in the main office, with various projects off-site as able. Interns work 10 hours each week and will have a weekly check-in with their supervisor to receive direction and professional development.