



JOB ANNOUNCEMENT

October 2, 2024

Open Position: Volunteer Coordinator

Are you passionate about environmental conservation and connecting people to the outdoors? The Pacific Crest Trail Association (PCTA) is looking for someone with project management, engagement and coordination experience to join our team as a Volunteer Coordinator.

The Volunteer Coordinator recruits, trains, and engages volunteers to enhance the PCTA's Volunteer Programs. Job duties include assisting staff and volunteer leaders with communication, engagement, and coordination, overseeing volunteer recognition, and providing caring and thoughtful customer service to volunteers. This position partners with regional staff to coordinate PCTA's Trail Skills College which is designed to teach volunteers technical trail skills, crew leadership, saw training, and first aid and CPR. The Volunteer Coordinator participates in developing and implementing new policies and practices to center diversity, equity, inclusion, and belonging (DEIB) strategies in volunteer recruitment and engagement.

The Volunteer Coordinator is a full-time position.

This Position:

Volunteer Engagement & Training

- Coordinate PCTA's volunteer rewards program including determining recipients, ordering materials, mail merging letters, and coordinating mailing
- Develop and implement annual, multi-channel volunteer engagement plan and ensure program goals are being met for community engagement programs and initiatives
- Collaborate regularly with PCTA's marketing and communications team, staff, and community-based volunteer groups in the creation and publication of digital content to recruit, train, engage, retain, celebrate, and listen to volunteers
- Collaborate with program staff, agency and non-profit partners, local planning committees, and volunteer leaders to coordinate a trail wide Trail Skills College training program consisting of virtual and in-person events.
- Coordinate all Trail Skills College curricula and other supporting materials, including adding new courses, assessing and revising as needed with internal and external experts
- Attend some trail skills training events to assist with logistical support and engage with volunteers
- Participate in development and implementation of policies and practices that center diversity, equity, inclusion, and belonging (DEIB) strategies to support programs focused on growing PCTA's volunteer program and developing a racially diverse, inclusive and equitable volunteer community
- Collect photos, stories, project recaps, and community highlights for the monthly Volunteer Newsletter. Oversee its distribution and regularly communicate with staff about necessary information and contributions

Program Administration



Pacific Crest Trail Association

- Respond timely and effectively to all volunteer inquiries during the work week
- Assist volunteers in resolving registration challenges and issues
- Oversee program-related volunteer communications, including pre- and post-project and training emails, automated communications, and post-project surveys
- Coordinate with staff and volunteers to develop, implement, and improve tabling materials, opportunities and events
- Manage data, volunteer records, and reports
- Provide administrative support (e.g. data entry, report preparation, and mailings) for various staff and projects
- Perform related duties as required to support and strengthen the mission and purpose of PCTA

See full job description on our [website](https://www.pcta.org/about-us/jobs/) at: <https://www.pcta.org/about-us/jobs/>

What makes you a great fit for this position:

- A minimum of two years' relevant experience that includes administrative duties, customer service, and project management and coordination
- Embraces equity, diversity, inclusion, and belonging as a personal value
- Ability to interact well with a broad range of people within and outside the organization
- Ability to communicate effectively in writing, on the phone, and in person
- Ability to keep organized in order to track projects and deadlines
- Introductory experience of digital marketing, communications, creative writing, proofreading, editing and social media recruitment & engagement
- Ability to manage detailed information
- Ability to prioritize multiple duties and assignments and meet deadlines
- Ability to work independently and as a team player
- Experience using Microsoft Office, CRM databases, e-mail marketing software; comfortable learning new technology systems as needed

Physical Requirements:

- The ability to work on a computer for several hours at a time
- The ability to walk on uneven ground and off-trail to attend training events
- The ability to lift 25 pounds
- Ability to occasionally travel for trainings and events

Typical Working Conditions and Travel:

The Volunteer Coordinator will work in the PCTA headquarters office, currently located in Sacramento. This position may be eligible to work remotely, with a minimum of three days per week in the office. This position requires the employee to be at a desk for several hours at a time as most duties will be performed in the office, with occasional overnight and weekend travel for volunteer trainings and engagement events. PCTA will cover travel costs.



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Salary and Benefits

This is a full-time position that typically works 40 hours per week. The hourly wage is between \$24 and \$28 per hour. Starting wage is dependent on the level of experience.

Benefits package:

- Full benefits package, including medical and mental health coverage
- Paid life and long-term disability
- Paid time off, including 12 holidays
- Flexible and generous time-off guidelines
- 2 weeks' vacation (amount increases with length of service)
- 12 sick days per year
- 2 hours of weekly wellness time
- 5 additional days of paid personal time to enjoy time outside
- Eligible for 401(k) plan after one year of employment
- Fun, friendly work atmosphere
- Discounts on many outdoor industry brands
- Professional development opportunities

To Apply

The deadline to apply is October 24, 2024. E-mail resume, letter of interest, and list of three references to hr@pcta.org with the subject line **“Volunteer Coordinator.”** Please include your name in each document (i.e., “acaubin resume,” “acaubin references”). First round of interviews will be held via phone the week of October 28th followed by the second round of in person interviews. In person interviews will take place on November 12th at the PCTA Sacramento Headquarters office. The anticipated start date for this position is in the beginning of December. A full job description for this position and more information about Pacific Crest Trail Association at www.pcta.org. For questions, contact Amy Calvillo Aubin at ACAubin@pcta.org.

A note on equity: Systemic inequities have caused many women, people of color, and LGBTQ+ people to apply to jobs only if they meet 100% of the qualifications. If you don't have all of the qualifications listed here but are extremely organized, passionate about our mission, and believe you have applicable and transferable skills, we encourage you to apply.

About the Pacific Crest Trail and the PCTA:

The Pacific Crest Trail (PCT) spans 2,650 miles from Mexico to Canada through California, Oregon, and Washington. One of America's National Scenic Trails, the PCT reveals the beauty of the desert, the glaciated expanses of the Sierra Nevada, and the deep forests and commanding vistas of the Cascade Range.

The mission of the PCTA is to protect, preserve and promote the Pacific Crest National Scenic Trail as a world-class experience for hikers and equestrians, and for all the values provided by wild and scenic lands. PCTA's many stakeholders include hikers, equestrians, volunteers, members, donors, trail communities, public land managers, and many other partners. Our dedicated team includes 30+ staff members and 12 current board members. The following statements describe how the PCTA staff, board, and volunteers will live out these values through organization-wide commitments:



Pacific Crest Trail Association

Connected

- We believe that the PCT provides connections between all people, communities, land, and ecosystems.
- We facilitate these connections between people and the natural environment.

Caring

- We care for the Pacific Crest Trail as a vital natural resource that significantly contributes to ecosystem resilience in the western United States.
- We care about the wellbeing of all PCT communities (staff, volunteers, partners, community at large), and act accordingly.
- We care for the trail, the trail experience, and the people who encounter it.
- We strive to create a better future while recognizing historic injustice and harm which requires healing and nurturing.

Cultivating Belonging

- We center marginalized voices in our work so that we can transform into a place where everyone feels like they belong.
- We whole-heartedly listen to the community. We eliminate barriers to access.
- We create an inclusive environment where everyone can enjoy the trail safely.
- We acknowledge that there are those who have been excluded from outdoor spaces and we will make an effort to engage their participation.

Courageously Authentic

- We are intentional and transparent in our actions and decisions.
- We respectfully give and receive honest feedback.
- We actively seek out and incorporate feedback and input from others whose work is impacted by our decisions.
- We have the courage to act from our values, even when it's hard.
- We respectfully challenge ideas when we disagree, even when doing so is uncomfortable. Once a decision is determined, we will commit to it.
- We embrace the growth that comes from both successes and failures.

Diversity, Equity, and Inclusion – PCTA acknowledges systemic racism and other social injustices and their impact on the PCT community. We have begun the journey of understanding racism and injustice and their impacts on people of color and others. We are committed to making change within our organization and to supporting change within the PCT community towards a more just and equitable future. See our [website](#) for more information about our commitment to diversity, equity, and inclusion.

PCTA is an equal opportunity provider.