
JOB TITLE: Community Engagement Manager

REPORTS TO: Director of Volunteer Recruitment

SUPERVISORY RESPONSIBILITY: No

FLSA STATUS: Salary, exempt

LOCATION: Hybrid with in-office requirement in Nashville, TN

BIGGER AND BETTER TOGETHER

About Us

For over 50 years, Big Brothers Big Sisters of Middle Tennessee has served young people in the Middle TN region. Our work supports our belief that every child has the ability to succeed and thrive in life. Big Brothers Big Sisters makes meaningful, monitored matches between adult volunteers (Bigs) and youth (Littles). Through our commitment to quality, innovation, and the passion we have for our work, we develop and sustain positive, life-changing relationships that have a direct and lasting impact on the lives of our youth and the adults who mentor them.

Our **Mission** is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. As noted by our **Vision**, we are driven by a future in which all youth achieve their full potential.

WHAT DRIVES US

Our mission is fueled by the values that guide our work every day – relationships, ownership, and evolution. We build strong, trusted relationships that allow us to make a greater impact in our community. We take ownership of our commitments, striving for excellence and continuous improvement. We embrace evolution, approaching challenges with curiosity, optimism, and a solutions-focused mindset. Together, these values shape our culture, drive our success, and ensure we deliver on our vision for the youth we serve.

WE PRIORITIZE THE WELL-BEING AND PROFESSIONAL GROWTH OF OUR TEAM

We know teams perform at their highest when they feel supported and that they belong. Each of our team members brings unique perspectives and skills, and we are committed to building a culture where voices are heard, relationships are valued, and everyone has the opportunity to do meaningful work. At Big Brothers Big Sisters of Middle TN, you will be inspired by talented, dedicated colleagues who will inspire you to do *and be* your best. We have created an environment centered on meaningful and supportive connections, where team members are seen and respected not just as employees, but as people.

We are honored to have been selected as one of the **Best Company Groups Best Nonprofit Workplaces** in 2024, 2025, and 2026, as well as being named a **2024 Inclusive Workplace** by the Best Companies Group and COLOR Magazine. We are bigger and better together!

About the Role

Each employee at Big Brothers Big Sisters of Middle Tennessee helps extend the agency's mission in particular ways, as outlined in the position description. The essential functions of the position include, but are not limited to, the following:

Reporting to the Director of Volunteer Recruitment, the *Community Engagement Manager* plays a key role in expanding the reach and impact of our mission by supporting the development and execution of strategies that drive volunteer inquiries and deepen community connections. This position collaborates across departments to promote and support a variety of volunteer opportunities—from traditional mentoring to one-time engagements like micro-mentoring, speaking events, and mock interviews, with intentions of expanding resources and making connections that lead to agency engagement.

In addition to overseeing the volunteer pipeline, this position is responsible for the planning and execution of community engagement events designed to generate volunteer interest. They will oversee the BBBSMT Ambassadors program and deploy them to community events to increase awareness and recruit new mentors. The *Community Engagement Manager* also contributes to agency-wide initiatives that enhance volunteer satisfaction and connection, including affinity groups and targeted outreach. They will have excellent presentation and partnership development skills, with a robust knowledge of the Middle Tennessee corporate, private-sector, community, and philanthropic landscape.

Success in this position requires a team member to be organized, relationship-focused, and energized by both behind-the-scenes systems work and forward-facing community interaction.

Core Accountabilities

- Drive volunteer recruitment and community engagement strategies to increase inquiry volume and expand reach
- Build, manage, and optimize a strong, data-informed volunteer pipeline and enrollment experience
- Lead planning and execution of community engagement events that directly generate volunteer interest and participation
- Cultivate and activate partnerships and outreach opportunities that support recruitment and agency-wide engagement goals
- Develop and manage a suite of volunteer opportunities (including one-time and non-traditional formats) that expand access and engagement
- Oversee and lead the Ambassadors program to increase visibility, outreach capacity, and community presence
- Ensure a high-quality, consistent volunteer experience through onboarding, communication, and continuous improvement efforts
- Collaborate across departments to align recruitment, engagement, and resource development strategies with agency priorities

Day to day

- Reporting to the Director of Volunteer Recruitment, takes a proactive leadership role that contributes to the development and implementation of strategies that accomplish volunteer recruitment and community engagement objectives

- Coordinate and execute general and customized volunteer mentor information sessions both virtually and in-person as well as plan, organize and execute volunteer recruitment and community-related programming and events
- Builds and maintains a pipeline of new corporate and community partners in collaboration with the Development team and Donor Relations Manager, including attending affiliate and networking groups to identify prospective partners, leads, and mentors
- Works collaboratively across departments to build and maintain a "suite of engagement", including the execution and administration of micro-mentoring/one-time volunteer opportunities
- Identify and lead community engagement events that will directly impact inquiries for volunteers
- Serve as staff lead for the agency's Ambassadors Program, including selection, onboarding, scheduling, and execution of all ambassador-led tabling events
- Collaborates on internal initiatives surrounding Big Satisfaction and Affinity groups to support a positive volunteer experience and connection to our agency
- Work collaboratively with the Advancement Team to plan and execute National Mentoring Month initiatives including Big Appreciation Celebration
- Participates in professional training as provided by the agency and the National office to achieve maximum development of professional skills when required
- Contribute to agency priorities centered on resource development (relationships, resources, tools) as a member of the agency's Advancement Team
- This role regularly requires work outside of standard business hours to support agency recruitment efforts, outreach activities, and community engagement initiatives. This typically includes up to two evenings per week and approximately one Saturday per month. There may be periods throughout the year when additional evening or weekend hours are required. This role requires some scheduling flexibility, and we work to adjust schedules in ways that support a good work-life balance.

Beyond the day-to-day responsibilities of the role, we expect team members to demonstrate a commitment to excellence and consistently reflect our agency's values in how they show up, collaborate, and make decisions.

Organizational Alignment

- Demonstrate agency values (Relationships, Ownership, Evolution) in your actions, decisions, and interactions
- Assist with agency priorities centered on resource development (relationships, resources, tools)
- Support and attend agency events and initiatives to support the broader BBBSMT mission

Measures of Success:

1. Proactive Community Engagement- Manage the agency's Ambassador Program to be a successful contributing body of the Recruitment Team as well as conduct regular info sessions with corporate partners and as assigned.
2. Cross-Departmental Engagement of Recruitment Strategy and Execution- Serve as a collaborative leader who works across agency departments to execute one-time volunteering opportunities and align these opportunities to produce long-term impact and partnerships
3. Customer Service – Ensure a high level of customer service is provided and maintained in every interaction with partners and volunteers, while continuously seeking opportunities to improve engagement, stewardship, and overall experience
4. Stakeholder Event Execution- Serve as lead execution team member for annual Big Appreciation Event as well as pivotal member of agency-wide events including Big Graduation, Big Breakfast and Golf For Kids Sake

About You

This Job May Be For You...

- Relationship-driven and strong at building community partnerships
- Strong organizational skills with ability to manage calendar and priorities efficiently
- Comfortable presenting and engaging with external audiences both in person and virtually
- Data-aware and able to track and improve recruitment efforts
- Collaborative and proactive across teams
- Takes ownership and follows through
- Adaptable, curious and solutions-oriented
- Committed to a high-quality volunteer experience
- Empathetic communicator who can build rapport, trust and credibility
- A natural connector

Additionally, we'd love...

- Existing Middle TN community or corporate connections
- Volunteer program or pipeline experience
- Event planning and execution experience
- Strong public speaking/facilitation skills
- CRM or database experience
- Nonprofit or mission-driven background

Qualifications

- Bachelor's degree or equivalent experience
- Demonstrated experience with community engagement, recruitment, partnerships, or similar
- Experience executing events or engagement strategies
- Strong organization, communication, and collaboration skills
- Ability to manage multiple priorities and use data to inform work

Additional Information

Benefits

Because we hire the best people and value our staff, Big Brothers Big Sisters of Middle TN works hard to provide competitive benefits to our team. Our comprehensive benefits package, which helps to support a healthy work/life balance, includes:

- 20 days of paid time off
- 16 paid holidays, including the week between Christmas and New Years
- Health Care Plan (Medical, Dental & Vision) – a generous portion is paid by BBBSMT
- Company Paid Text Care Concierge Medicine, providing our team and family members free 24/7 text communication and care with medical providers
- Parental Leave Benefits
- Domestic Partner Benefits

- Company Paid Life Insurance
- Company Paid Short and Long Term Disability
- Employee Assistance Program
- Immediate enrollment in our 403B - We match 50% of employee contributions up to 6% and staff are vested after 12 months of employment
- Training & development programs
- Opportunities for advancement- we promote from within!
- Monthly cell phone stipend
- Flexible work schedule with a hybrid work environment with 3 days on-site (schools, community, office, external meeting space)
- Professional resume, LinkedIn profile, and headshot

Americans with Disabilities Act

We are committed to creating an accessible and inclusive workplace. Consistent with the ADA, we provide reasonable accommodations for individuals with disabilities. If you require accommodations to perform the responsibilities of this role, we encourage you to let us know so we can ensure you have what you need to succeed.

Job Responsibilities

The above statements reflect the general duties, responsibilities, and competencies necessary to perform the job's essential duties and responsibilities. They should not be regarded as a detailed description of all the work requirements of the position. BBBSMT may change the specific job duties with or without prior notice based on the organization's needs.

To see more of the impact we are making: <http://www.mentorakid.org>

If this sounds like the position and organization for you, please submit a cover letter and resume to careers@mentorakid.org with "Your Name – Community Engagement Manager" in the subject line.

No phone calls, please. Applicants selected for an interview will be contacted.

BBBSMT is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state, or federal laws.