



United Way of San Joaquin County

The mission of the United Way of San Joaquin County is to improve the lives of people by mobilizing the caring power of communities.

JOB DESCRIPTION

JOB TITLE:	NEST Office Community Coordinator	WEEKLY HOURS:	40 hours
DEPARTMENT:	Nonprofit Enterprise Support Team (NEST)	FLSA STATUS:	Non-Exempt
REPORTS TO:	Director of Advancement	SALARY:	\$48-55K DOE

ABOUT UNITED WAY

United Way of San Joaquin County's mission is to improve the lives of people by mobilizing the caring power of communities. This position will be working at the United Way of San Joaquin County office in Stockton, CA. Learn more at unitedwaysjc.org.

GENERAL FUNCTION: The NEST Office Community Coordinator plays a critical role in the support and functionality of the Nonprofit Enterprise Support Team (NEST) and United Way of San Joaquin County's (UWSJC) Nonprofit Capacity Building Program (NCBP). The NEST Office Community Coordinator will support the internal operations of the physical NEST space providing support to guests, scheduling nonprofits as needed, and ensuring that space and services out of the NEST are managed efficiently and meet the needs of each guest. This role is the first face/first voice of the NEST, serving as a source of hospitality, information, and support for visitors, members, and United Way of San Joaquin County staff.

This role is part of a dynamic client-facing operations team that keeps the NEST coworking space and its community of nonprofits running safely, efficiently, and effectively with a strong focus on customer service. This includes robust coordination and daily communication with staff, members, clients, and vendors.

The NEST Office Community Coordinator also ensures that the shared spaces, including the kitchen, lounges, and conference rooms, reflect the team's values of high-quality, well-cared-for spaces where connection and impact can happen for all. The NEST Office Community Coordinator provides detailed administrative management and coordination of the front office and for the entire NEST team, including high-volume mail processing and sorting; reception services including answering and directing phone calls and emails; catering management and meeting organization/calendaring, credit card reconciliation, filing; and special projects as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Office Management

- Open the front reception desk at 8:30 a.m. and close at 5:00 p.m. Welcome people into our space in a way that is aligned with United Way of San Joaquin County's values, with a smile and hello and directions as needed. Be able to share a customized "elevator pitch" about the NEST and United Way of San Joaquin County with guests.
- Update all collateral materials to ensure the current list of programs and services.
- Manage multiple email inboxes, with timely, professional, and client-focused written communication to both internal and external parties.



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- Keep the physical space exceptionally clean and organized. The front desk serves as a clearinghouse for mail, first aid, office supplies, banking supplies, etc., and must be accessible and easy to use for all NEST staff, vendors, and guests.
- Answer and direct incoming phone calls and general email in a professional, polite, and informative manner that aligns with UWSJC's values.
- Be prepared to be taken off tasks to trouble-shoot urgent client and staff-related tasks.
- Perform general clerical duties to include but not limited to: photocopying, scanning, faxing, mailing, and filing.
- Coordinate with building maintenance, facilities, and security staff as needed.
- Process and sort large volume daily mail: incoming checks, letters, packages.
- Maintain cleanliness and organization in kitchen daily: check refrigerators for shared food that should be put out, conduct kitchen clean-up/wipe down as needed, ensure kitchens have adequate flatware/ceramic ware, make coffee several times a day, and report maintenance/janitorial needs.
- Maintain lounge and copy room daily: straighten furniture setups, open/close blinds during opening/closing rounds, replenish supplies, collect lost and found items and report maintenance/janitorial needs, as needed.
- Order, maintain, and distribute office and kitchen supplies.
- Facilitate audio/visual and room set up for meetings and events. Help with room set-ups and breakdowns.
- Keep conference rooms neat, organized, and tidy, including wiping them down 2x week or more often as needed, pushing in chairs at the end of the day, reporting janitorial/maintenance needs, clearing out leftover catering/lost and found items, follow-up with groups that didn't meet meeting clean-up expectations, replenish supplies such as markers and flipcharts, and tidy up A/V supplies, such as winding-up cords and removing extra chargers.
- Use a wide range of office software including email, spreadsheets, databases, and online research. Proficiency with Microsoft Office a must, and experience with DeskWorks and Slack is a plus.
- In partnership with the Director, ensure all NEST policies and procedures are in order.
- Host monthly NEST operations meeting with UWSJC team. Director sets the agenda.

Community Programming and Events Coordination

- Coordinate the NEST space rental program: respond to inquiries, keep website information current and accessible, answer questions, provide tours, conduct customer intake, create and execute client agreements, manage conference room schedule, host/or schedule host for events, collect Certificates of Insurance and payment prior to rentals.
- Coordinate NEST Coworking Program, including new member tours/intake, membership communication and management, development/maintenance of applications, guidelines, and legal agreements, physical space management, and assessment of the program to make improvements and adjustments as needed.
- Support internal and external events. Some evening/weekend work required.
- Assists in the joint coordination of regular capacity-building programming for member communities, nonprofits led by the Director of Advancement.



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- Support and maintain excellent working relationships and rapport with NEST guests, visitors, and staff. Serve as the “go to” person for questions or concerns from tenants and visitors.
- Manage tenant listserv, including adding/approving subscribers and approving posts.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to multi-task, set priorities, then re-prioritize with minimal supervision. Must be self-directed.
- Ability to be flexible and positive despite interruptions, and to adapt priorities to meet the day’s schedule/challenges.
- Ability to follow through with assignments in a timely manner, including keeping involved parties abreast of progress, concerns, or follow-up needed.
- Very meticulous, with an elevated level of precision whether it be written document, appointment scheduling, physical space management, inbox management, or event coordination - details are critical to this job.
- Can-do attitude and approach, with the ability to go with the flow and change course as needed. We are the team that makes things happen for our colleagues, guests, and tenants, handling everything from NEST coworking space safety to simple office requests. We handle it all with confidence, flexibility, and a good attitude.
- Ability to solve problems, create and find solutions independently. This role will often have to improvise, addressing issues and concerns as they come.
- Kind, welcoming, and calm demeanor. It is important that staff and guests feel safe and welcome here and this position plays a significant role in that culture of service.
- Excellent listening and communication skills – written and verbal. Information in a modern workplace – especially one as large and diverse as ours – is shared at a fast rate, both electronically and in person. It is critical that in this role the person can communicate quickly and effectively no matter what the platform or method, as well as understand and synthesize the information coming from other staff, guests, and vendors into action, solutions, or support.
- Must handle confidential information in a professional & discrete manner.
- Must work well with others in a team environment.
- Approachable disposition and adaptability to change and organizational needs.
- Strong aptitude for learning new systems and software. We are always trying to leverage innovative technology to streamline processes and better customer service. This may mean trying out new software for a few weeks, adding a plug-in, managing a new digital display, or troubleshooting a copier.

EDUCATION AND EXPERIENCE:

- BA and BS degree preferred.
- Advanced Outlook, Word, Excel, PowerPoint, and internet research skills needed.
- Technologically strong in the use of AV systems
- Flexibility to adjust to a dynamic work environment.
- Administrative Experience.



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- Neat, organized, and able to work independently.

WORKING CONDITIONS:

- Normal office environment with little exposure to dust, noise, temperature, and the like.
- Extended viewing of a computer monitor.
- Occasional local travel within the regional area.
- Position is an in-office role.

ADA/FEHA: The Company will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EQUAL OPPORTUNITY EMPLOYER

United Way of San Joaquin County is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, age, or military or veteran status in accordance with federal law. In addition, United Way of San Joaquin County complies with applicable state and local laws governing nondiscrimination in employment in every jurisdiction in which it maintains facilities. United Way of San Joaquin County also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.

DIVERSITY & INCLUSION STATEMENT OF PRINCIPLE

United Way of San Joaquin County opposes discrimination of any form as evident in our Diversity and Inclusion Statement of Principle. **We value** the visible and invisible qualities that make you who you are. **We welcome** that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community. **We believe** that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems. **We strive** to include diversity, equity, and inclusion practices at the center of our daily work. **We commit** to using these practices for our business and our communities.