



Position Title: Community Experience Coordinator

Reports To: Executive Director

Location: Duluth and Superior (Hybrid)

Position Type: Full-Time (40 hours/week)

Note: *While the intention is for this position to become permanent, continuation beyond 2026 will depend on available funding.*

Schedule: Core hours during regular business days (Monday–Friday, 8:00 AM–5:00 PM), with some evening and weekend shifts required to support program participants and coordinate community-based events.

Wage and Benefits: \$20.26/hour. Generous paid time off (vacation, earned sick and safe time, holidays), flexible work arrangements, health insurance (employer pays 80%)

Application Deadline: Tuesday, 10/21/2025, 5 p.m. Interviews planned for 10/29-30.

Position Summary: Mentor North’s mission is to celebrate youth and support their families through one-on-one mentorship and community engagement.

The Community Experience Coordinator creates opportunities for youth, families, and mentors to engage safely and meaningfully with their community and with one another. Grounded in ongoing dialogue with participants, this role ensures that activities reflect the interests, needs, and preferences of those we serve. It also expands organizational capacity by building and managing a more inclusive and accessible volunteer program.

The ideal candidate brings strong organizational skills, a commitment to equity and inclusion, and a deep belief in the power of both community and participant voice to support youth.

Organizational Culture: Mentor North’s small team offers a dynamic and engaging culture rooted in collaboration, support, and growth. We see and recognize the systemic oppressions that negatively impact people of color, women, people from working-class backgrounds, LGBTQIA2S+, and people with disabilities. Because these communities must be centered in our work, attracting and retaining a diverse staff is crucial to fulfilling our mission. Black, Indigenous, and other people of color (BIPOC), LGBTQIA2S+ individuals, and people with disabilities are highly encouraged to apply. Our organizational goal is to create a vibrant and inclusive mentorship community.

Essential Functions

Program Activities & Events (50%)

- Plan, coordinate, and promote events that foster connection, confidence, and belonging – from group outings (sailing, curling, roller skating) and creative/cultural activities (art-making nights, theater) to service projects (park cleanups) and annual gatherings (summer BBQ).
- Establish and communicate safety protocols for each event, tailoring them to the activity while ensuring accessibility and participant well-being.
- Partner with local organizations and businesses to design inclusive, accessible experiences and maintain the Activity Pass program.
- Keep participants informed by sending weekly emails, updating the events calendar, creating social media posts, and producing flyers (when applicable).
- Build relationships with youth, families, mentors, and colleagues to identify interests, gather feedback, and ensure programming remains responsive, inclusive, and relevant.
- Lead special projects that uplift youth voice and identity, promote service and leadership, or provide essential resources (e.g., art exhibits, back-to-school drives, career/college readiness events).
- Share accessible “Know Before You Go” details for events to ensure all participants, including those with disabilities, can confidently engage.
- Coordinate logistics and communication for time-sensitive opportunities across multiple stakeholders using diverse tools (email, phone, text, print, in-person).
- Track attendance, gather feedback, and evaluate event impact.

Volunteer Program Coordination (40%)

- Recruit, screen, and orient volunteers for short- and long-term roles beyond 1:1 mentoring (e.g., event support, transportation, resource drives, marketing/outreach, accessibility consulting).
- Develop and maintain tools, processes, and systems for volunteer recruitment, engagement, communication, and recognition.
- Communicate regularly with volunteers to clarify expectations, logistics, safety guidelines, and timelines. Respond quickly and respectfully to questions or changes.
- Collaborate with the Mentor Engagement Coordinator to align volunteer involvement with mentoring goals.

- Maintain accurate records in Bloomerang, Trello, Civicore, and/or other databases.
- Promote volunteer opportunities through outreach, social media, community partnerships, and print materials.

Organizational Support & Collaboration (10%)

- Participate in staff meetings, select committee meetings, trainings, and collaborative planning.
- Represent Mentor North at outreach and tabling events.
- Collect stories, photos, and impact data for communications and reporting.
- Support special initiatives, projects, and events as assigned.

Preferred Qualifications

- Experience in event planning, volunteer coordination, and/or community engagement
- Strong written and verbal communication skills (digital, phone, and in-person)
- Ability to manage multiple projects and timelines with attention to detail
- Commitment to accessibility, equity, and inclusion, and to affirming diverse identities and lived experiences
- Experience building relationships across a wide range of identities and backgrounds
- Proficiency with digital tools such as Google Workspace, Trello, Canva, and social media platforms (or willingness to learn)
- Access to reliable transportation for local travel and transport of event supplies
- Familiarity with the Twin Ports community (Duluth and Superior)
- Experience working with youth and families, and/or in mentorship/youth development

Work Environment

- Based in Duluth and Superior, with in-office, remote, and community-based work required
- Frequent travel throughout the Twin Ports area for events, meetings, and community engagement
- Regular participation in indoor and outdoor activities, including recreational and service projects

- Dynamic, fast-paced environment with shifting priorities requiring flexibility and adaptability
- Frequent collaboration with staff, volunteers, community partners, youth, and families
- Sustained periods of computer-based work, data entry, and digital communication
- Consistent attendance and reliability required to support scheduled activities, events, and meetings

Physical Requirements

- Moves, transports, and sets up event supplies and equipment (up to 30 pounds regularly, 50 pounds on occasion) including tables, chairs, canopy, and displays.
- Prepares and arranges event spaces (tables, chairs, tents, displays, etc.), and restores spaces after events.
- Accesses items stored at various heights (using step stools or other safe methods).
- Engages in light physical activities with youth and volunteers (e.g., walking, skating, paddling) in ways that ensure safety and inclusion.
- Inspects and monitors indoor and outdoor environments to identify and address safety concerns.
- Sustains attention and communication in varied environments (both quiet and noisy, indoor and outdoor).

Mentor North is committed to providing reasonable accommodations to enable qualified individuals with disabilities to perform the essential functions of their roles. Applicants are also encouraged to request accommodations as needed to enable the application process.