



PENCIL
Public Education Needs Community Involvement and Leadership

JOB DESCRIPTION

Tech & Data Engagement Coordinator

Reports to: Chief Operating Officer

Supervises: N/A

Schedule: Full time

Wage Scale: 40,000 – 50,000 annual equivalent salary

FLSA Status: Exempt

PENCIL'S VISION AND CORE COMMITMENTS:

PENCIL exists to create a world where Metro Nashville Public School (MNPS) students and teachers have equitable access to resources and opportunities, empowering students to succeed now and in the future. We will do this by creating a community that respects the unique perspectives and experiences of all stakeholders through proactive listening, continuous learning, and tireless advocacy for every student.

Our work is guided by the needs of MNPS, is student centric, and is achieved through intentional partnerships and tangible engagements.

As the PENCIL team, we will:

- Be **collaborative** and **inclusive** —By encouraging conversations that amplify and uplift the voices of all students and communities, especially those marginalized by inequitable systems.
- Act with **transparency** and **integrity** — By striving to continually educate ourselves, intentionally recruit and retain diverse staff and stakeholders, and encourage everyone to share their authentic perspectives and experiences to our work.
- Demonstrate **kindness** and **gratitude**— By valuing the unique experiences that each student, staff, and community member bring to our work.

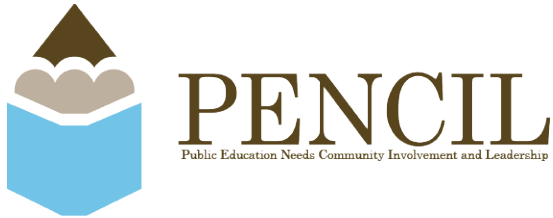
POSITION SUMMARY:

Under the direction of the Chief Operating Officer, the Tech & Data Engagement Coordinator will be responsible for managing the emerging needs for PENCIL's technology engagement tools: PENCIL Me In and PENCIL Library. This position will enhance MNPS' and various stakeholders' engagement with PENCIL's virtual tools. Additionally, this position will direct all PENCIL Background check work, regularly communicating with both volunteers and MNPS representatives. In partnership with the Data and

Linking community resources to Nashville Public Schools to help young people achieve academic success and prepare for life.

7199 Cockrill Bend Blvd | Nashville, TN 37209

hr@pencil615.org | www.PENCILforSchools.org



Salesforce Manager, this position will perform routine data review and maintenance, assist with Salesforce data management, and work to assure data is accurate and captured in a timely manner in order to further programmatic and fundraising goals.

ESSENTIAL FUNCTIONS:

Virtual Tools:

- Manage PENCIL's virtual tools: PENCIL Me In, PENCIL Library, & PENCIL Connect
- Recruit volunteers and onboard schools onto PENCIL Me In; support schools' success at posting and using PMI to promote volunteer engagement opportunities; likewise support user success at claiming opportunities in PMI and logging their volunteerism; manage the technical functionality of PENCIL Library and PMI.
- Codify all systems and processes related to PENCIL's virtual tools
- Support the partnership team with onboarding schools and partners onto the PENCIL Me In platform
- Assist in the successful development and launch of PENCIL Library by guiding the work of the PENCIL partnership team to create and upload content; manage and oversee the PENCIL Library rollout to all partners
- Regularly audit tech/virtual tools to ensure applications work properly; suggest routine maintenance and improvement
- Works with Partnership and Marketing teams to provide communication points to promote utilization of PENCIL's virtual tools by all appropriate stakeholders

Background Checks:

- Guide applicants to the correct background check option
- Serve as point of contact if volunteers have questions about the background check process
- Prioritize timely communication of background check results to relevant MNPS representatives
- Manage communication flow when background check findings arise

Data Management and Salesforce:

- Perform routine data review and data maintenance of Salesforce records
- Ensure information stored for contacts, accounts, etc. is accurate, e.g. email address is in correct field (home vs. work)
- Create, organize, and maintain reports and dashboards for critical PENCIL stakeholders (donors, board members, staff, etc.)
- Oversee the creation and distribution of mass emails through Salesforce (programmatic, marketing, fundraising)
- Assist DG PENCIL Box team with entering volunteer data; ensure accuracy and timely entry



PENCIL

Public Education Needs Community Involvement and Leadership

- Assist the Partnership Team by entering partnership registration forms and ensuring task lists are started and assigned in Salesforce
- Manage and complete data and Salesforce projects as assigned

QUALIFICATIONS:

- **EDUCATION** – High School Diploma required; Bachelor’s Degree preferred in Information Technology or other related field
- **SKILLS** –
 - Thinking critically when problem solving and interpreting data as it pertains to the technology systems PENCIL has in place and the users who interact with them
 - Intermediate level knowledge of Microsoft Office is essential
 - Minimum beginner level knowledge of Salesforce
 - Ability to set and accomplish goals and meet deadlines
 - Excellent written and oral communication skills with special emphasis on taking a technical solution or answer and explaining it in a user-friendly way
 - Willing to follow specific instructions from COO, Data Manager and other PENCIL staff while also displaying an ability to work independently when needed
 - Organized and able to keep accurate and detailed documentation
- **EXPERIENCE** – Managing technology/virtual applications, managing and analyzing data, maintaining databases, & providing training to staff and partners at all levels; experience with and/or interest in learning the Salesforce CRM platform
- **CONFIDENTIALITY** – ability to manage sensitive information in a professional and confidential manner as outlined in PENCIL’s Confidentiality Policy

ENVIRONMENTAL CONDITIONS & PHYSICAL DEMANDS:

- Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature.
- The employee is required to talk and hear and must physically be able to travel.
- Specific vision abilities required by this position include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee is required to stand, walk, climb and balance.

WORK SCHEDULE & HOURS:



PENCIL
Public Education Needs Community Involvement and Leadership

This position will regularly be scheduled to work 40 hours each week, typically Monday – Friday between 8 a.m. – 5 p.m., with occasional evening and weekend hours for special events. This position is eligible for full benefits.

DISCLAIMERS:

This job profile is not intended to be all inclusive of tasks required, it is to provide a general description of essential job responsibilities.

PENCIL is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.

Employee Signature

Date