POSITION ANNOUNCEMENT
COMMUNITY ENGAGEMENT LIAISON – AUSTIN, TX

Summary

The Community Engagement Liaison (CEL) works to promote the mission of HI USA within the hostel and the local community, and via social media. It is the responsibility of the CEL to promote intercultural understanding among hostel guests and the community of travelers who reside in the local community.

The position is located in both large and medium-sized hostels. As a member of the hostel staff, the CEL will work with the hostel manager and staff to facilitate engaging and communal hostelling experiences for guests. The CEL will also work to provide programs for members of the local community .The position requires a flexible schedule with evening, weekend and holiday hours.

The successful Community Engagement Liaison will be a people person who genuinely enjoys engaging with the community of travelers.

Reports To: Hostel Manager

Responsibilities

Hostel Guests

- In accordance with HI USA's National Program Catalog, develop and implement programs for hostel guests.
- Plan activities for hostel guests to support our mission and facilitate engagement with other travelers and community members.
- Create and maintain in-hostel displays and and event boards for travelers to be aware of in-hostel and community events.
- Support and coordinate with the front desk staff to welcome guests and provide information about in-hostel and community events.
- Coordinate holiday and special events for hostel guests.

Social Media

- Utilize social media to engage hostel guests and fans, announce featured local events and activities, post photos of daily hostel happenings and activities.
- Manage hostel Facebook page, regularly posting appropriate content and, with support of hostel manager, respond to all comments and posts in a timely manner.

Local Community

- Facilitate HI USA National and Signature programs for members of the local community.
- Facility HI USA Travel education programs for members of the local community.

Partners

- Develop and/or solidify relationships with organizational program partners including nonprofits, businesses, and other local agencies to develop "win-win" partnerships that advance the HI USA mission.
- Assess partner satisfaction, including celebrating exceptional performance, soliciting feedback and input from program partners.
- Represent HI USA at national, regional and local outreach events.

Hostel Vibe

- Coordinate with hostel manager and staff on the strategic design of the space to encourage meaningful interaction and an authentic experience.

- Take responsibility for generating an inviting and fun vibe within the hostel that represents local community.

Hostel Network

- In conjunction with the National Engagement Director and Regional Engagement Manager (REM), work to implement successful programs throughout the HI USA network.
- Proactively communicate and work cooperatively with hostel and HI USA staff members in a manner consistent with a team philosophy of management and operations.

Volunteer

- Recruit, train, coordinate, and manage volunteers to support activities and events for guests and community members.

Fundraising

- Support fundraising efforts, including special events, maintaining donor relationships, grant writing, and reporting.

Administrative/ HI USA Network

- Attend staff meetings and report as requested to supervisor and REM to communicate goals, successes, challenges and needs.
- Participate in regional and national calls and meetings (some travel required).
- Travel to other appropriate meetings.
- Maintain complete records of activities, programs, contacts, partnerships, donations (including in-kind), budgeted expenditures, billing, and media coverage in National Database.
- Prepare other reports as needed on program progress.
- In conjunction with the National Engagement Director and Regional Engagement Manager (REM), work to implement successful programs throughout the HI USA network.
- Proactively communicate and work cooperatively with hostel and HI USA staff members in a manner consistent with a team philosophy of management and operations.
- Perform other related duties as assigned by management

Skills/Qualifications:

- Bachelor's Degree
- Demonstrated excellent facilitation skills, and experience creating, implementing, delivering programs to young adults.
- Project management skills, particularly the ability to handle multiple simultaneous tasks with different deadlines and coordinate different yet simultaneous projects.
- Ability to work within a budget and maintain electronic records of all activities, purchases, donations, and media coverage.
- Ability to develop and maintain positive internal and external collaborative relationships with fellow staff and local community service / cultural organizations.
- Proven capacity to support and manage volunteers.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Strong organizational and interpersonal skills required.
- Excellent oral and written communication skills.
- Also helpful are travel experience; knowledge of a foreign language, particularly Spanish; knowledge of the local community; familiarity with HI USA; and the hostelling experience.

- **High level of flexibility with the ability to work during the evening, on weekends and some holidays.**

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands and arms. The employee is frequently to stand, walk, talk, and hear. The employee is occasionally required to climb or balance.
The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close and peripheral vision, color vision, depth perception, and the ability to adjust focus.
The noise level in the work environment is usually moderate.

Application

To apply, please send your resume, detailed cover letter, and salary history to careers@hiusa.org referencing “Austin CE Liaison” in the subject line.