



About CIELO

The mission of CIELO is to launch successful entrepreneurs by unleashing innovation, creativity, and passion. We do this by surrounding entrepreneurs with training, coaching, connections to service providers, access to funding, and other support as needed. CIELO is primarily focused on lower income, immigrants, and people of color from Orange County and the greater Southern Ca area.

CIELO is looking to add a dynamic and talented Outreach Manager to enhance the organization's reach in Orange County and Southern Ca, and to support our case management activities to ultimately drive greater success for our clients and impact in our community.

Summary of Position: Outreach Manager

The Outreach Manager is responsible for the overall planning, development, and implementation of the organization's community outreach and engagement with individuals, partners, and other community stakeholders. They will work closely with leadership to strategize different ways to spread brand awareness and will report to the Executive Director. Additionally, the Outreach Manager will collaborate with the case management team to support client relations and successful outcomes.

This might be the job for you if:

- You want to play a key role within a growing organization focused on impacting lives
- You possess supreme relationship management abilities with individuals, partner organizations, and other key community stakeholders.
- You want to support the CIELO community from intake, and through all stages of the business development journey.
- You enjoy storytelling with diverse audiences, and outreach activities such as identifying new clients and partners.
- You excel in solving problems. You love taking on the challenge of organizing and establishing procedures. You are determined to seek answers and willing to keep trying to find solutions that work.
- You are a self-starter that can take an overall concept and turn it into results. You take pride in your work and are willing to go the extra mile to make sure things are done right.
- You are comfortable with a bit of ambiguity, but also know how to ask the clarifying questions. You have a passion for a job well done.

Primary Duties and Responsibilities

The Outreach Manager performs a wide range of duties including the following:

- Develop and implement an integrated strategic outreach plan to elevate brand awareness, increase visibility across the small business community, and drive client activity
- Meet with entrepreneurs and other community stakeholders to discuss program details, develop personal/partner goals, and manage the relationship throughout CIELO journey
- Serve as the relationship manager for community partners and their client referrals
- Foster meaningful relationships that translate into win-win opportunities
- Support the case management of clients and maintenance of client files
- Uphold the values and mission of the organization as an ambassador in the community
- Produce high quality work in a fast-paced, team dependent environment
- Assist the organization with special events, including donor/volunteer and client appreciation events and other fundraising initiatives
- Use effective time management skills, logic, and resources to solve problems

Qualifications

- Excellent written and oral communication, presentation, and people skills with an ability to balance priorities
- Highly organized with an orientation towards customer service that prioritizes timely, clear, thoughtful, respectful responses to stakeholders from all backgrounds
- Entrepreneurial spirit, self-directed and able to work within fast-paced environment with minimal supervision
- Successful track record in executing quickly and effectively to meet tight deadlines and goals
- Data driven: the ability to track outcomes through set goals
- Natural desire to connect with people
- Proficient in Microsoft Office Suites and CRM (Customer Relationship Management) systems, and experience with web-based learning environments and cloud-based offices
- Commitment to CIELO's mission and to diversity, equity, and inclusion and comfort working with people from all racial, ethnic, and socioeconomic backgrounds

Requirements

- College degree preferred
- Preferred experience of 2-3 years of community outreach/organizing/marketing/sales with audience profile similar to that of the CIELO clients and community
- Empathetic, enthusiastic, positive, and professional presence
- Ability to naturally interact with and respect a wide variety of people
- Bi-lingual (Spanish and English) required

If you think this sounds like your next opportunity, please contact Iosefa Alofaituli via email: iosefa@cielocommunity.org. **Include “Outreach Manager Position” in the subject line, and attach your resume and cover letter. Deadline to apply is July 11th.**