



Hope for every journey

"To help the People of Northern New Mexico navigate their cancer journey with hope, dignity, and needed support"

COMMUNITY ENGAGEMENT AND LOGISTICS ASSOCIATE **JOB DESCRIPTION**

Job Class: Non-Exempt

Status: Full-Time

Compensation: Negotiable, Depending on Experience

Reports To: Director of Advancement

Location: Santa Fe

POSITION SUMMARY:

The Cancer Foundation for New Mexico, founded in 2003, provides nonmedical support services to cancer patients across 15 counties in Northern New Mexico. Behind every program, donor reception, and fundraising moment is a great deal of planning, and this role owns that work.

The Community Engagement and Logistics Associate is the person who keeps the engine running behind everything the Foundation puts in front of donors and the community. From the steady weekly rhythm of program activities to the many moving parts of a donor reception, this role turns plans into smooth, well-executed experiences. We are looking for someone who is energized by logistics, technically capable, calm under pressure, and genuinely committed to supporting people facing cancer.

In addition, this position plays an important role in providing organizational support to the Sweetheart Auction Committee and its volunteers throughout the annual Sweetheart Auction season.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

Weekly Program and Activity Support

- Prepare and coordinate logistics for recurring program activities, including Chair Yoga and Support Groups: scheduling, room setup, materials, facilitator coordination, and participant communication.
- Maintain a dependable weekly rhythm so program activities run on time and without friction.

Reception and Gathering Planning

- Lead preplanning for receptions, donor gatherings, and smaller functions, including timelines, run of show, setup, and breakdown.
- Build and manage detailed checklists and logistics plans from concept through wrap-up.
- Track budgets and flag variances early.

Vendor and Catering Management

- Identify, vet, negotiate with, and finalize caterers, rental companies, and other vendors.
- Serve as the primary point of contact for vendors, confirming details, deliveries, and timing.
- Reconcile vendor invoices and keep spending aligned to budget.

Day of Operations

- Manage on-site logistics, including check-in, signage, parking, and guest flow.
- Operate and oversee guest check-in software
- Recruit, train, and schedule volunteers for programs, receptions, and events, matching volunteers to roles and ensuring coverage.

Donor and Guest Experience

- Organize gift bags, favors, and thoughtful donor touches that reflect the Foundation's gratitude and brand.
- Support fundraising moments, including paddle-raise logistics, by ensuring smooth cues, prepared materials, and clean follow-through.
- Make sure every guest interaction, from arrival to departure, feels welcoming and well managed.

Sweetheart Auction — Volunteer and Logistical Support

- Serve as lead logistics coordinator for the Foundation's largest annual fundraiser, partnering with the Development Associate — who leads solicitation, intake, tracking, cataloging, and photography of auction items — to oversee execution from item packing through event teardown, with occasional hands-on support during intake as needed.
- Oversee physical handling of auction items on-site in the days before and day of the event — coordinating unloading, verifying items against the intake log, wrapping/packing, transporting items to display areas by category, setup, and post-event load-out/teardown.
- Coordinate with the online bidding/auction software vendor (e.g., Bolder Events/ClickBid) to configure check-in, bidding, checkout, and concierge-bidding workflows.
- Recruit, train, and schedule a large volunteer workforce (typically 70+) across multiple functional teams (item receiving, hanging art, decoration, check-in, concierge bidding, checkout, item pickup, load-out).
- Write and update Standard Operating Procedures and training guides for each event-day function (item receiving, check-in, bidding, checkout/item pickup, packing).
- Oversee event-day checkout and item pickup logistics, including receipt verification, special packaging handling, and guest flow/access control.
- Develop and maintain the event contingency plan, including protocols for weather delays, technology failures, and auction closure issues; serve as primary point of contact during activation.
- Conduct post-event debriefs and document lessons learned to improve future auction operations.
- Manage vendor and venue logistics coordination (delivery scheduling, load-in/load-out, technology setup).

Data and Follow-Up

- Capture volunteer, guest, donor, and RSVP information accurately in the event software before, during, and after each gathering or event.
- Complete the post-function breakdown, supply inventory, and follow-up tasks so the next one starts ahead.

Technology, Audio Visual, and Event Software

This role requires real technical confidence. We are looking for the person others turn to when the projector will not connect, the microphone cuts out ten minutes before doors open, or the registration platform needs to be reconfigured. Event technology is not a side duty here. It is central to how this position delivers.

- Set up, test, and troubleshoot audio-visual equipment for programs and gatherings, including microphones, speakers, projectors, screens, and laptop connections.

- Manage virtual and hybrid delivery of program activities such as Chair Yoga and Support Groups, including video conferencing setup, audio and video quality, and participant access.
- Run day-of check-in.
- Coordinate with audiovisual vendors and venue technical staff, clearly communicate requirements, and confirm setups well in advance.
- Support presentation and program technology, including slide decks, run of show cues, and any audio or video played during gatherings.
- Coordinate with the auction software vendor (e.g. Bolder Events/ClickBid) to support fundraising technology during live giving moments, including mobile bidding, text to give, and paddle raise display and tracking tools.
- Maintain and inventory Foundation-owned technology and audio-visual equipment (e.g.iPads, Starlink Mini, speaker/mic, credit card swipers), and recommend upgrades or replacements as needs change.
- Coordinate ordering technology needs for events

QUALIFICATIONS (INCLUDES EDUCATION, SKILLS AND EXPERIENCE): *The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Required

- Two or more years in operations, donor or guest experience, hospitality, fundraising support, or a related field, ideally in a nonprofit or mission-driven setting.
- Demonstrated experience administering event, registration, or ticketing software (for example, Bolder Bid, Asana project management software, or comparable platforms).
- Hands-on experience setting up and troubleshooting audio-visual equipment, with the confidence to resolve routine issues independently and under time pressure.
- Proficiency with video conferencing platforms such as Zoom or Microsoft Teams, including hosting, screen sharing, and managing hybrid participation.
- Strong general technology fluency across Google Workspace, and a demonstrated ability to learn new platforms quickly.
- Strong organizational skills and attention to detail, with the ability to manage many moving parts at once.
- Excellent written and verbal communication and strong people skills.

Preferred

- Experience with nonprofit fundraising platforms and mobile bidding or paddle raise software.
- Familiarity with livestreaming, recording, or basic video and audio production.
- Experience managing audio-visual vendors and technology budgets.
- Familiarity with the Northern New Mexico community and nonprofit landscape.

NEEDED ATTRIBUTES or CORE COMPETENCIES:

- Calm, resourceful, and solutions-focused under pressure, especially when technology misbehaves at the worst moment.
- Takes initiative and follows through without close supervision.
- Warm, professional presence with donors, vendors, and volunteers.
- Curious about tools and systems, and motivated to make them work better rather than work around them.
- A genuine commitment to the Foundation's mission of supporting cancer patients and their families.

WORKING CONDITIONS AND PHYSICAL EFFORT: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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, stand, walk, talk, listen, and reach with hands and arms.
- This position requires frequent manual dexterity in combination with eye/hand coordination such as keyboarding, handling of equipment, use of calculator, etc.
- While performing the duties of this job the employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.
- The employee must regularly lift and move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- The noise level in the work environment is usually low to moderate.
- The work environment involves moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, unpleasant odors, and/or loud noises.
- Travel locally, to Albuquerque, and to Northern NM will vary.
- Regular schedule in the CFFNM office Monday through Friday 9 a.m.-5 p.m. with some weekend and evening hours required during event production. As is the case with every Foundation employee under the current Executive Director, some remote work is possible throughout the calendar year as mutually agreed to and noted in the Foundation calendar.
- CFFNM maintains a smoke-free environment.

The Cancer Foundation for New Mexico's mission is to help the People of Northern New Mexico navigate their cancer journey with hope, dignity, and needed support.