

## Spring 2021 Community Outreach Operations Liaisons

The Fresh Air Fund, an independent, not-for-profit youth development organization, has provided free summer experiences to more than 1.8 million New York City children from low-income communities since 1877. Despite the challenges presented by COVID-19, The Fund continues to provide safe, fun, engaging and enriching experiences for New York City youth to keep the magic of summer alive through virtual and outdoor programs. Fresh Air children also participate in year-round leadership and educational programs. For more information, visit [www.FreshAir.org](http://www.FreshAir.org).

### Position Summary

The Fresh Air Fund is recruiting Operations Liaisons to work on the Community Outreach, Partnerships & Support Services team. Operations Liaisons will assist with all aspects of the application process for families to register for our summer programs. Additionally, Operations Liaisons will work directly with the Community Outreach team to conduct wellness checks with our families via phone calls, as a response to The Fresh Air Fund's commitment to ensuring the safety, mental and physical wellbeing of all our families during the pandemic. This will ensure that families who express the need for resources will be connected to organizations that provide these resources in their communities.

This position is scheduled to begin in April 2021 and will end in late May 2021. Operations Liaisons will work a minimum of 20 hours per week and may require evening and weekend hours. This role is fully remote and will report to the Deputy Director of Community Outreach, Partnerships & Support Services.

### Responsibilities

- Assist with application review and processing.
- Manage a high volume of phone calls regarding summer programs, the application process and child application status.
- Communicate with and assist parents to complete applications.
- Conduct wellness checks with Fresh Air Fund families via phone calls.
- Other duties as assigned.

### Qualifications

- Strong organizational skills and detail oriented.
- Outstanding interpersonal and communication skills.
- Comfort speaking with families and professionals alike.
- Patient and friendly, with a high degree of professionalism.
- Strong computer skills.
- Ability to work quickly and accurately.
- Bilingual and fluency in languages other than English a plus (e.g. Spanish, Mandarin, ASL).
- Interest in joining a youth development organization and supporting its mission and vision.

**Employment Period:** April 2021 – late May 2021

**Hours per Week:** 20-28

**Compensation:** \$15 per hour

**Benefits:** None

### Application Instructions

To apply, please submit an application at: <https://freshairfund.workbrightats.com/jobs/>. There are multiple jobs listed so please click on the link that says **Spring Administrative & Social Work Positions (Virtual)** to apply for this specific role.

**the Fresh Air fund**  
*because a summer can last a lifetime™*

Please note that we are hiring on a rolling basis and encourage interested applicants to apply as early as possible. No calls or recruiters, please.

*The Fresh Air Fund is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations, and communities to apply.*