

Nicole R. Smith, CVA



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Orlando, FL



www.nicolersmith.net

CORPORATE VOLUNTEERISM | COMMUNITY ENGAGEMENT

Dedicated and authentic professional with expertise building partnerships with organizations and providing vision and execution for recruitment, engagement, retention and mentorship of corporate volunteers. A creative problem solver with keen ability to create and facilitate training and developmental programming and improve processes to enhance effectiveness. An artful communicator, with the ability to increase engagement among those served, and to attract new individuals for a multitude of volunteer opportunities. A well-respected ambassador to external organizations. Deeply involved in communities served, whether as a board, committee, or member. A published author and keynote speaker.

- Program Development
 - Administration
 - Employee Engagement
 - Community Engagement
 - Reporting & Analytics
 - Training
 - Stakeholder Retention
 - Outreach Planning
 - Advisor/Mentor
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Publications Featured in:

[The Chronicle of Philanthropy](#)

Human Capital Leadership Magazine

Invited Guest Speaker

[Tessitura Network Innovator Series](#)

Make-A-Wish Foundation

Featured Blogs:

[Hidden in Plain Sight](#)

[Leaders Can Learn...](#)

Game Day Prep 365, Remote Consultant (4/2020 – Present)

- Assist companies by developing and improving program efficiencies in community engagement and impact, volunteerism and internships. Companies range from small start-ups to established companies. Perform outreach to identify and target prospective companies, demonstrate how general and skills-based volunteers and interns can be beneficial, and assist with design of appropriate programs.
- Create and deliver evergreen interactive workshops to improve organizational learning outcomes.
- Train leaders by conducting customized workshops with accompanying training materials.
- Content creator for social media, newsletter, blog, website, and podcast sharing insights on leadership and professional development.

Back on My Feet, Remote

National Director, Volunteer Services (10/2021 – 1/2024)

- Developed program infrastructure from ground up and improved program efficiencies resulting in 426% engagement increase.
- Created community engagement initiatives for corporations, meeting organizational needs while simultaneously fulfilling CSR goals and fostering team-building opportunities.

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Back on My Feet, Remote (continued)

National Director, Volunteer Services (10/2021 – 1/2024)

- Developed strategic plan to achieve BOMF organizational goals, leveraging evaluation, data analytics, benchmarking, tracking and reporting metrics to adapt strategies effectively.
- Engineered internal and external communications campaigns, recognition, retention and administrative assistance programs resulting in 47% engagement increase in 6 months augmenting capacity for lean staff.
- Led full life cycle of 1,300 volunteers nationwide, including recruitment, training, and retention processes resulting in \$500k in-kind/\$600K monetary donations in first year tracked.
- Conducted community information sessions with corporations; established and managed new nationwide partnerships such as Road Runner Sports and Taproot to provide goods and pro bono services to benefit our members and volunteers.
- Created and led nationwide advisory team and organized quarterly volunteer events to connect and unite staff and volunteers nationwide.
- Conducted DEAI trainings to foster positive community relationships resulting in increased awareness and reduced harm.

Adrienne Arsht Center, Miami, FL (7/2012 – 10/2021)

Manager, Volunteer and Internship Services (11/14 – 10/2021)

- Worked with Marketing Department to increase external/internal awareness of value of volunteers and Arsht Center community impact.
- Collaborated with CEO on community listening sessions project to ensure community voice was heard.
- Worked with corporate partners to create customized volunteer opportunities to increase community involvement with the organization.
- Created Corporate Volunteer Program to build community partnerships resulting in robust Annual Volunteer Day Corporate support for signature Education programming.
- Served as [community and nationwide spokesperson](#) for the Center on volunteerism, conducted national meetings for performing arts networking community groups.
- Advocated for volunteers and was subject matter expert on volunteerism for the organization.
- Increased in-kind donations to over 1,000,000 in volunteer time.
- Managed life cycle of 400+ volunteers and interns from recruitment to training, and schedule management with \$300K annual budget.
- Created and facilitated the Arsht Center Volunteer Advisory Committee and DEAI Task Force.
- Content creator and publisher of monthly newsletter.
- Created training programs for volunteers and managers spanning recruitment, engagement, and retention.

Adrienne Arsht Center, Miami, FL (7/2012 – 10/2021)

Marketing Coordinator (7/2012 – 11/2014)

- Marketed signature community educational series programming with \$68,000 annual budget.
- Created and executed WTVLJ media sponsorship package for “Free Family Fest” community engagement series.
- Designed advertising collateral.
- Served as manager on duty at promotional events.

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ADDITIONAL EXPERIENCE

iHeart Radio

National Sales Traffic Coordinator, Promotions Assistant, Promotions Coordinator

HONORS

- 2022 United Latina Amplifying Voices Award
- 2020 AL!VE Emerging Leader Impact Award
- Legacy Miami's Most Prominent and Influential Black Women in Business and Industry of 2019
- 2019 WLRN's Local Women Who Inspire You

EDUCATION

B.S., Broadcast/Design Art, Oral Roberts University, Tulsa, Oklahoma

Certifications

- Certified Volunteer Administrator (CVA)
- Diversity, Equity and Inclusion in the Workplace – USF
- TV/Radio Broadcasting Certification, Illinois Center for Broadcasting

PROGRAMS

Outlook, Word, Excel, PowerPoint, Publisher, Photoshop, Illustrator, SharePoint, Tessitura; Premiere, Final Cut Pro, Constant Contact, Basic HTML, Salesforce, Teachable, Asana, Slack, Teamwork

PROFESSIONAL ASSOCIATIONS

- Arts & Business Council-Miami – Board Member
- Association of Leaders in Volunteer Engagement (AL!VE) – Board Member, Secretary, Led HR Committee
- Ageless Chic Magazine – Board Member
- Women of Color in the Arts – Member
- On Campus Big Brother, Big Sister Mentor
- Early Career Development Mentor and Program Advisor – Tessitura Network