



## **Volunteer Coordinator Job Description**

### **Non-Paid**

**Part-time: 20 hours / week**

**POSITION SUMMARY:** Coordinate all aspects of Volunteer Program including communications, retention, recognition, recruitment and placement as well as providing direction, coordination and consultation for all volunteer functions.

The Volunteer Coordinator will lead all volunteer orientations, trainings, and recognition events, as well as facilitate effective communication with volunteers via email, in-person and by phone. Providing effective data base management, data collection and analysis is also a central responsibility of the Coordinator.

#### **MAJOR RESPONSIBILITIES:**

- Manage and implement an effective volunteer program
- Maintain volunteer database using Volgistics online software
- Accurately and thoroughly track volunteer hours
- Communicate regularly with volunteers through updates via social media, email, text, phone, face to face conversations and volunteer information board.
- Plan and execute recognition program that ensures volunteers feel appreciated and acknowledged
- Provide daily management and coordination of volunteers.
- Work with other staff and mentor volunteers to ensure consistent training
- Serve as a liaison between the HSNB staff and volunteers.
- Strive to maintain a positive and supportive environment for volunteers and mentors.
- Recruit, train and lead one-time event volunteers to support HSNB fundraising events, as necessary.
- Professionally represent the mission, philosophies, and goals of the HSNB.

#### **SPECIFIC DUTIES:**

- Recruit and coordinate volunteers serving in a variety of roles.
- Coordinate mentors and maintain monthly training schedule.
- Write and maintain communications for the volunteer program including volunteer newsletter, Facebook group, volunteer portal and emails.
- Respond to inquiries about the volunteer program.
- Handle volunteer orientations and trainings including scheduling, set-up and presentations as required. Provide on-site tours of the shelter.
- Maintain and update online orientation and training presentations and surveys.
- Develop, prepare and distribute training and policy materials for the volunteer program.
- Facilitate meetings with volunteers regarding grievances, concerns, breach of volunteer agreement, etc.
- Maintain the volunteer database and assist with tracking volunteer program statistics.
- Help plan and implement volunteer recognition events and volunteer/staff gatherings.
- Be available to coordinate volunteers to support staff during emergencies (i.e. evacuations, hoarding/mass intake cases, etc.), as needed.
- Responsible for recognizing, and when necessary, terminating the volunteer relationship of an individual who may not be appropriate for the program.

- Perform other administrative tasks as required (developing program reports, administer record keeping systems, conduct needs assessment, etc.).

#### QUALIFICATIONS:

- College degree or equivalent experience in education or related field
- Minimum of two (2) years business or nonprofit office or organizational management experience, including managing staff or volunteers, or related experience, is required. Experience working in an animal welfare organization preferred; animal handling experience a plus.
- Public speaking, training and event planning experience highly preferred.
- Experience using volunteer management software – Volgistics specifically – or comparable data base management software highly preferred.
- Highly organized, resourceful, proactive and flexible; capacity to prioritize and multi-task and work efficiently under pressure.
- Demonstrated ability to work effectively with a variety of people and to remain calm in emotional situations.
- Outgoing, optimistic, people person with exceptional interpersonal and team-building skills.
- Proficient in Microsoft Office software.
- Strong commitment to the welfare and proper treatment of animals.
- Valid CA driver's license with an excellent driving record.
- Able to lift 25 pounds.

#### WORKING CONDITIONS:

- Required to work some evenings and weekends.
- Primarily a shared office environment.
- Exposure to animal allergens, high noise levels and zoonotic diseases.
- Some work occurs outside the office environment at meetings, events and conferences
- Interactions with distressed, angry or emotional people happens on occasion.

HOW TO APPLY: Email a cover letter and resume detailing your qualifications and experience as it relates to this opportunity to [bmoooney@hsnb.org](mailto:bmoooney@hsnb.org) by January 8, 2021. Applicants will be interviewed on a rolling basis and the position may be filled prior to the deadline. Interested applicants are strongly encouraged to apply immediately.