



Job Description

TITLE: Volunteer Coordinator

Apply for this opening by clicking here: [Job Application Link](#)

FLSA: Exempt (Salary)

REVISED: March 15, 2017

REPORTS TO: Community Engagement Manager

SUPERVISES: None. Monitors assigned volunteers.

Position Summary:

Responsible for oversight and administration of the Volunteer Management Program including design, planning, implementation and direction of the program to promote The Animal Foundation's mission, guiding principles and values.

Essential Duties and Responsibilities:

- Develops and maintains volunteer opportunities to promote the organization's development and operational strategies and goals.
- Manages the orientation and training of volunteers making sure all aspects of the training are in accordance with the organization's mission and philosophy; updates training materials and programs as needed and alerts volunteers to relevant education opportunities.
- Must be on campus and available to greet, train, and communicate with individual and corporate volunteer groups.
- Develops and implements strategies to recruit volunteers; responds to inquiries regarding the volunteer program. Screens potential volunteers for specific advanced opportunities.
- Maintains volunteer personnel records noting special skills and interests; records volunteer duties and hours donated and notes incidents and injuries; prepares operational reports on volunteer activities; prepares budget reports as directed by supervisors.
- Matches volunteers to appropriate jobs seeking to fulfill the needs of the organization as well as the individual; prepares and distributes calendar of volunteer job assignments and monitors compliance by volunteers; regularly surveys staff to reassess needs for volunteer assistance and updates job assignments as needed.
- Helps to provide suitable and trained volunteers for large scale adoption events and other special situations as requested by department managers.
- Provides ongoing volunteer support and recognition of volunteers, including conflict resolution.
- Monitors volunteers in performance of duties providing them continuous feedback, periodic performance evaluations and special guidance when requested or required; conducts recognition programs to honor volunteers; resolves disputes and dismisses volunteers not fulfilling the required duties.
- Works with Event Manager and Outreach Coordinator to meet event volunteer needs and provides direction on determining needed volunteer resources; volunteer recruitment for events and work assignments.
- Provides direction, training and support to staff concerning administration of volunteer program. Establishes a climate that encourages volunteer satisfaction, self motivation, and retention through a program of individualized support and performance appraisal.
- Values and appreciates each volunteer, their duties, and their contribution.
- Confers with volunteer directors of nonprofit organizations to keep abreast of innovative



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management techniques.

- Liaisons with community organizations and businesses to promote the organization's mission and expand the potential volunteer base; fulfills speaking engagements and prepares media releases when appropriate.
- Maintains a professional appearance at all times.
- Provides information and assistance to internal and external contacts as required.
- Contributes to the efficiency and effectiveness of the organization's service to the community by offering suggestions and directing or participating as an active member of a work team.
- Other duties as assigned.

Education and Experience Requirements:

- Equivalent to a Bachelor's degree in a closely related field.
- One (1) year of professional experience in coordinating and managing volunteer services.
- Professional experience may be substituted for education on a year for year basis.

License & Certification Requirements: Class C Nevada Driver License.

Required Knowledge and Skills:

Knowledge of:

- Principles and practices of volunteer management and volunteer support
- Principles and practices of program management.
- Principles and practices of training, conflict resolution, recognition, and development.
- Effective interviewing techniques.
- Standard office practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- Techniques for dealing effectively with co-workers and the public, in person and over the telephone.
- Correct business English, including spelling, grammar and punctuation.

Skill in:

- Developing and conducting training programs and classes.
- Working with internal operations to assess and staff volunteer opportunities.
- Working with youth, schools, business, and community groups.
- Dealing tactfully and effectively with staff, volunteers and the general public.
- Identification of strengths and weaknesses of volunteers through effective interviewing and observation.
- Setting priorities, coordinating multiple activities and meeting critical deadlines.
- Assuring integrity and accuracy of work product.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Preparing clear and concise reports, correspondence, instructions and other written materials.



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- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Working Conditions and Physical Effort:

Physical ability and mobility to walk, reach with hands and arms, climb or balance, stoop, kneel, crouch and crawl. Strength to lift and/or move materials weighing up to 25 pounds frequently, 50 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is occasionally exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites and occasional work outdoors for extended periods of time while exposed to cold and extremely hot temperatures.

All employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.

I have read and understand the above to be a general description of the duties, physical demands and occupational exposures of the position for which I am being hired.