

Volunteer Coordinator Job Description

REPORTS TO:	Chief Executive Officer
LOCATION:	Spokane, WA
TYPE:	Paid/Full-time/Non-Exempt/20% Remote
REVIEWED:	December 2021

JOB DESCRIPTION

Believe in Me is looking for a detail-oriented and focused Volunteer Coordinator to manage our dedicated volunteers. The Volunteer Coordinator's responsibilities include recruiting, training, and retention of new volunteers, keeping a database of volunteer information and skills, matching volunteers to projects and tasks that suit their skills, keeping volunteers informed, and conveying the organization's purpose to the public. A successful Volunteer Coordinator should be meticulous about keeping records and passionate about matching up volunteers with the work they love to do.

JOB RESPONSIBILITIES

- Work with the Chief Executive Officer, Director of Development, Brand Ambassador, and Finance Manager to identify needs for new volunteers.
- Recruit, train and supervise new volunteers.
- Screen incoming volunteer resumes and schedule interviews.
- Facilitate Volunteer Orientations on a weekly basis.
- Collect volunteer information, availability, and skills, and maintain an up-to-date database.
- Use marketing tools such as outreach programs, e-mails, and volunteer databases.
- Keep new and existing volunteers informed about the organization and volunteer opportunities.
- Match volunteers to opportunities that suit their skill sets, and ensure they understand their responsibilities and receive the proper training.
- Organize role-specific training and lead on-the-job training.

- Keep schedules and records of volunteers' work.
- Annually review the volunteer codes of conduct and operating procedures to uphold the organization's values.
- Intercept incoming requests for volunteer reference checks/employment verifications.
- Renew volunteer offers on an annual basis.

Volunteer Project Management

- Facilitate all volunteer team meetings and report project progress to committees and executives as needed.
- Create long and short-term plans for each volunteer, including setting targets for milestones and adhering to deadlines.
- Delegate tasks on the project to the volunteers best positioned to complete them.
- Serve as a point of contact for volunteer teams when multiple units are assigned to the same project to ensure team actions remain in synergy.
- Communicate with executives or the board to keep the project aligned with their goals.
- Perform quality control on the project to maintain the standards expected.
- Adjust schedules and targets on the project as needs for the project change.
- Coordinate internal resources and third parties/vendors for the flawless execution of multiple projects.

Volunteer Retention

- Develop, implement, and maintain a Volunteer Engagement Plan.
- Coordinate with the Brand Ambassador to implement a volunteer gratitude, birthday, and volunteer anniversary campaigns on all channels.
- Conduct exit interviews and online surveys for volunteers who are leaving.
- Create and manage a volunteer portal with access to a resource library for volunteers.
- Perform annual reviews with each volunteer.
- Annually review and optimize the volunteer email nurturing programs.
- Call on on each volunteer at least once a month.
- Organize social events and activities for the volunteers to network with one another.

KNOWLEDGE, SKILLS AND ABILITIES:

- Work well in a team environment.
- Ability to prioritize and meet deadlines.
- Excellent organizational skills and attention to detail.
- Ability to recognize and define problems, collect information, establish facts and implement innovative solutions..
- Project management experience and time-management skills for juggling numerous time-sensitive projects simultaneously.
- Advanced written and oral communication skills.
- Ability to adjust work pace to maximize production without loss of work quality.
- Ability to establish and maintain excellent working relationships with supervisor, co-workers, and volunteers.
- Commitment to a high standard of ethics and to promote the donor bill of rights.
- Commitment to maintaining a high level of confidentiality with information acquired about Believe in Me prospects, donors, and volunteers.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- An Associate's Degree in Business Management, Human Resources, or a related field.
- Experience in volunteering and recruitment.
- Highly proficient with computers, including Google Workspace.
- Working knowledge of databases.
- Excellent communication and interpersonal skills.
- Excellent organization and team-building skills.
- Proficient and experienced with social media, Google, LinkedIn, and Facebook platforms.

PURPOSE: Believe in Me is organized for the principle purpose of stimulating, receiving, administering, and managing assets and funds for grant-making to programs serving youth in need of shelter, foster care, adoption, education, and emotional enrichment support and direction.

VISION: Our vision is to help every kid develop the self-confidence they need to succeed.

MISSION: Leveraging the generosity of our donors, we fund children's charities that provide disadvantaged kids with a safe place to call home, a family that loves them, a feeling of community, and opportunities to learn, build self-esteem, and have fun.

VALUES: Believe in Me effectively raises funds and manages assets in a manner that is guided by the values of caring, trustworthiness, innovation, equity, diversity, and inclusion.

Other: The scope of the job requires occasional attendance at evening and/or weekend activities, meetings, events, seminars and workshops, etc.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time. We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

THIS COMPANY IS AN AT-WILL EMPLOYER AS ALLOWED BY APPLICABLE STATE LAW. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.