



Position Description VOLUNTEER COORDINATOR

Part-time: 20 hours per week, Monday-Saturday, flexible scheduling

Summary:

This position is responsible for the recruitment, training, orientation, and placement of volunteers at NLFB. He/she will work primarily with the ED to create and execute volunteer engagement strategies, tracking involvement, cultivating volunteer relationships, and building programs that increase participation and further the mission of NLFB. The Volunteer Coordinator will also work closely with other staff members on various projects, leading & assisting volunteer groups, and attending outreach & community events.

Essential Duties and Responsibilities:

- Identify, describe, and post (printed announcements, website, volunteer sites, etc.) volunteer opportunities, positions, and activities for NLFB.
- Promotes, recruits, and identifies individuals, community and corporate groups, and others for NLFB volunteer opportunities.
- Creates volunteer sign-ups, reservations, schedules, confirmations and coordinates volunteer events.
- Provides on-boarding of volunteers including sign-in procedures/releases, NLFB orientation, training, instruction and/or supervision.
- Tracks volunteer engagement, appreciation events/activities, and volunteer cultivation programs.
- Represents NLFB at volunteer, community and fundraising events as requested.
- Raises awareness about NLFB mission, programs, and services as well as the issues/challenges facing homelessness individuals and families in our community.
- Promotes and maintains professional attitude, appearance, and relationship with NLFB staff, agency partners, volunteers, and other community groups and/or stakeholders.

Qualifications:

- High School Diploma, GED or equivalent education required.
- At least 2 years of community engagement, volunteer service or other similar experience.
- Valid driver's license and good driving record required.
- Physical ability to occasionally lift and/or move up to 40 pounds.
- Excellent communication and customer service skills required.
- Ability to work independently and/or with a team, exercise good judgment and sound decision-making required.
- Basic technology skills including proficiency with Microsoft Office Suite, Windows 8 operating systems and ability/willingness to learn other database management systems.

Competencies:

- Ethical Conduct
- Decision-Making/Problem-Solving
- Customer Service
- Communication Proficiency

Physical Demands:

While performing the functions of this job, the employee is *occasionally* required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms; *occasionally* required to climb or balance, talk or hear; and *occasionally* required to stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

While performing the functions of this job, the employee is *occasionally* exposed to work near moving mechanical parts, outdoor weather conditions including extreme heat or cold weather; *occasionally* exposed to work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals. The noise level in

the work environment is usually moderate.

Position Type/Expected Hours of Work: This position operates during standard business hours with flexibility for early morning, evening and/or weekends to best meet organization needs.

Other Duties: Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes an understanding of the requirements, essential functions, and duties of the position.

Employee:

Date:

Classification: Non-Exempt
Reports To: Executive Director
Date: Effective **09/21/2017**

9/2017