



VOLUNTEER COORDINATOR

Reports To: Shelter Manager and Executive Director

Position Type: Position is 20 hours a week.

Compensation: DOE

POSITION DESCRIPTION: The Volunteer Coordinator serves as a lead for volunteers working in a variety of roles across all facilities. The incumbent is responsible for providing information to the public regarding volunteering; recruits, screens, hires, trains, day-to-day schedules and directs the work of volunteer staff; assists with community education outreach programs, including shelter tours; and helps with social media outreach. They will provide mentoring and education to volunteers, maintain personnel records, facilitate evaluations and appreciation activities. The Volunteer Coordinator will supervise all volunteer shifts, working alongside the volunteer team.

DUTIES AND RESPONSIBILITIES

- Develop and implement effective strategies to recruit and retain volunteers
- Process and retain forms and records for volunteer personnel and document volunteer activities
- Orient and facilitate training of volunteers to increase their understanding of APS-FH, its mission, and the roles and responsibilities of volunteers
- Ensure volunteer protocols are followed and volunteers receive appropriate level of supervision
- Contact and schedule volunteers for all volunteer needs across APS-FH's programs and facilities
- Coordinate volunteers for events
- Use scheduling software and e-marketing tools for communications
- Write and distribute quarterly volunteer newsletter and ongoing communications with volunteer personnel
- Plan and implement volunteer recognition activities
- Conduct ongoing evaluation of the volunteer program and implement improvements as needed
- Conduct annual volunteer program evaluation survey
- Prepare quarterly and annual program reports
- Work closely with the animal care and medical departments to ensure volunteers are up to date on the latest protocols
- Work alongside the volunteers during their shifts in animal care, when needed
- Assist the program department with other duties as needed, particularly community education outreach and events

QUALIFICATIONS

- Experience supervising/managing employees or volunteers
- Strong interest in and commitment to animal care and protection
- Good animal behavior and observation skills
- Extremely well organized: set priorities, develop a work schedule, monitor progress towards goals, and track details, data, and activities
- Relationship builder: establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization
- Problem solver: assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem
- Creativity/innovation: develop new and unique ways to improve operations of the organization and to create new opportunities
- Self-starter: can work independently and enjoys creating and implementing new initiatives
- Excellent oral and written communication skills
- Enjoys connecting with people and building relationships
- Computer proficient; Microsoft and Google Drive
- Valid Driver's License
- Able to lift 50 pounds and perform manual labor

QUALIFICATIONS STRONGLY PREFERRED

- Previous volunteer or paid work in animal protection
- Knowledge of shelter/rescue animal issues
- Experience in navigating different social media platforms