



VOLUNTEER COORDINATOR

Reports To: Shelter Manager and Executive Director

Position Type: Position is 20 hours a week. Potential for some remote work

Compensation: \$20/hr (DOE) Part-time benefits available after probationary period of 3 months

POSITION DESCRIPTION: The Volunteer Coordinator implements effective strategies to recruit, train, and retain volunteers and serves as the leader of volunteers who work in a variety of roles across all departments of the organization. The Volunteer Coordinator recruits, screens, orientates, places, and schedules volunteers. The Volunteer Coordinator assures training and support is provided, communicates regularly with departments and volunteers to assure a successful placement, and addresses issues as they arise. The Volunteer Coordinator tracks volunteer activities and maintains volunteer records, facilitates evaluations, and works to retain volunteers through appreciation activities. The Volunteer Coordinator is responsible for both day-to-day and special event scheduling of volunteers.

DUTIES AND RESPONSIBILITIES

- Develop and implement effective strategies to recruit volunteers
- Design and implement twice a month volunteer orientations, or as needed
- Work with departments to create/formalize training program to match department needs and strategy to ensure volunteers are kept up to date on latest protocols
- Proficiency and management of “Better Impact” volunteer software program, pulling reports and data as needed, and keeping system up to date
- Develop and maintain volunteer forms and records and document volunteer activities
- Facilitate volunteer placement to departments, training program strategy, and monitor progress through regular check-ins
- Responsible for ongoing communication with, and coordination and scheduling of, volunteers for daily operations and special events
- Develop and implement volunteer recognition activities that increase volunteer retention
- Write and distribute quarterly volunteer newsletter
- Conduct ongoing evaluation of Volunteer Program and suggest and implement changes as needed
- Create and distribute annual Volunteer Program evaluation survey to volunteers
- Prepare quarterly and annual Volunteer Program reports
- Work alongside the volunteers during their shifts when needed
- Other duties as requested

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

QUALIFICATIONS STRONGLY PREFERRED

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