

## Job Description: Volunteer Coordinator

**Position Overview:** As a Volunteer Coordinator, you will be responsible for overseeing and managing the volunteer program within our organization. You will play a crucial role in recruiting, retaining, and recognizing volunteers to ensure the efficient and effective operation of various projects and programs. Your exceptional organizational and interpersonal skills will be essential in fostering a positive and productive volunteer experience.

### Key Responsibilities:

#### 1. Volunteer Recruitment and Onboarding:

- When needed, develop and implement strategies to recruit volunteers.
- Coordinate the orientation and onboarding process for new volunteers, providing them with essential information about the organization and their roles.

#### 2. Training and Development:

- Design and conduct training sessions to equip volunteers with the necessary skills and knowledge to perform their duties effectively.
- Provide ongoing support and resources to volunteers, fostering a sense of engagement and dedication to their roles.
- Develop a culture of philanthropy by connecting volunteers with the Habitat mission and vision while sharing the financial needs of the organization.
- Manage volunteer conflict resolution, including communicating with staff members directly involved in any volunteer conflicts.

#### 3. Volunteer Scheduling and Management:

- Organize, schedule, and coordinate group and individual volunteer needs for the construction site, office, and Program Services
- Assign volunteers to specific projects or events, ensuring appropriate coverage for all activities.
- Regularly communicate with volunteers to keep them informed about upcoming opportunities and organizational updates.

#### 4. Performance Monitoring and Evaluation:

- Implement mechanisms for tracking volunteer performance and impact, ensuring accountability and quality of work.
- Conduct regular evaluations and feedback sessions with volunteers to identify areas of improvement and recognize outstanding contributions.

#### 5. Relationship Building:

- Cultivate and maintain relationships with current and prospective volunteers for volunteer retention, and to obtain information on interests, skills, and availability. This includes phone calls, emails, and in person on the construction site, in the office and at events
- Collaborate with internal teams to align volunteer efforts with organizational goals and initiatives.
- Work with Marketing Team to keep website, social media, and collateral material up to date on volunteer opportunities, stories, photos, and other news as appropriate.

#### 6. Event and Project Support:

- Work closely with all program managers to identify volunteer needs for specific projects or events.
- Keep in regular contact with construction team specifically as volunteer needs can change suddenly due to weather, material, inspection, permit delays, etc.
- Ensure volunteers are adequately prepared and supported for their assigned tasks during events and programs. Create backup plans in case of a cancellation or rescheduling.

#### 7. Reporting and Documentation:

- Develop, monitor, update and maintain files (both on VolunteerHub and paper files when needed) on volunteer information, weekly schedules, hours worked, completed waivers and related materials in accordance with Habitat's policies and insurance requirements.
- Prepare reports and presentations on volunteer program performance for management and stakeholders.

#### 8. Volunteer Recognition:

- Improve and implement existing recognition programs and develop new initiatives to acknowledge the valuable contributions of volunteers and celebrate their achievements.
- Send impact thank you correspondences to our volunteer groups and individuals following their build days.
- Plan our yearly volunteer appreciation banquet.

## **Customer Service**

Preceding job responsibilities or title, all employees of the Habitat Seminole-Apopka affiliate have a vital role in stewardship of all volunteers. Everyone has a role in creating a positive workplace, while creating a fun and meaningful experience for volunteers. We honor the time, talent and treasure of each contributor. Every volunteer is an extension of our workforce team, and together we build strength, stability, and self-reliance through shelter.

All duties are performed with excellence with particular attention to customer service both internal and external. Internally customer service includes co-workers, homebuyers, Board of Directors and volunteers. Externally customer service includes phone inquiries, shoppers, and donors. Each individual we have a connection to is a potential donor or volunteer and can be presented with engagement opportunities such as store donations, monetary gifts and volunteer time.

### **Qualifications and Skills:**

- Bachelor's degree in a relevant field or equivalent work experience.
- Proven experience in volunteer management or a related role.
- Excellent communication skills, both written and verbal.
- Strong organizational and time-management abilities.
- Empathy and the ability to work effectively with people from diverse backgrounds.
- Proficiency in using computer applications and volunteer management software.
- Problem-solving skills and the ability to adapt to changing situations.
- Knowledge of volunteer-related laws, regulations, and best practices is a plus.

### **Language Skills**

High Skill – Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Reasoning Ability**

High Skill-Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Overview**

As a Volunteer Coordinator, you will have the rewarding opportunity to connect passionate individuals with meaningful causes and make a significant impact on the organization's success. Your role will be pivotal in fostering a positive and inclusive volunteer environment, ensuring the organization achieves its mission with the support of dedicated and engaged volunteers.