Job Title: Volunteer Coordinator
Department: Development & Communications
Reports To: Director of Development & Communications
FLSA Status: Full time, Exempt
Supervises Others: No (other than volunteers)

GENERAL JOB DESCRIPTION:
Primary: The Volunteer Coordinator administers Project Hope Alliance’s (PHA) volunteer program and provides direction, coordination, and consultation for all volunteer functions within the organization.
Secondary: The Volunteer Coordinator is responsible for recruiting, screening, placing, and overseeing volunteers throughout PHA where needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
1. Develop, promote, and maintain a wide range of volunteer opportunities within the organization:
   - Survey staff regularly to assess needs for volunteer assistance.
   - Work proactively with staff to provide accurate information and assistance to the volunteer.
   - Ensure volunteers are staffed to support the various areas of PHA’s operations, including programs, special events, development, marketing/communications, and administrative support.
   - Maintain schedule of volunteer opportunities.
   - Work with PHA’s Development & Communications Department and outside resources to publicize opportunities for volunteers.
   - Identify community outreach opportunities and represent PHA at such, including fairs, festivals, local markets, colleges, and other organizations.
   - Develop and maintain relationships with other volunteer organizations within the area.

2. Recruit, interview and place applicants for volunteer assignments and oversee ongoing volunteer relationships:
   - Host and attend recruiting events within the community to attract qualified candidates.
   - Process telephone, voicemail, written, and e-mail inquiries for information regarding PHA’s volunteer opportunities.
   - Conduct and/or arrange for volunteer screening, orientation, and training.
   - Send confirmation and reminder emails to volunteers scheduled for event participation.
• Communicate with volunteers post-event/assignment to track successes and identify problems so that relationships are maintained and system improvements are made.
• Build relationships with individual and group volunteers through service and follow-up communication that results in return volunteerism.
• Provide ongoing support and guidance for volunteers; act as a single point of contact for communications, and confer with volunteers to resolve grievances and promote cooperation and interest.
• Organize and participate in volunteer recognition programs and special events.

3. Develop and manage internal processes to administer organization’s volunteer program:
• Develop and manage volunteer policies, procedures, and standards of volunteer service.
• Create and maintain volunteer service descriptions for each volunteer assignment.
• Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations.
• Schedule and track all volunteer activity through Salesforce. Maintain accurate records and provide timely statistical and activity reports on volunteer participation.
• Evaluate all aspects of volunteer operations to ensure effectiveness and to recommend/implement changes as appropriate.

4. Other duties as assigned.

Education and Experience
• Minimum two years of job-related experience, such as working in a nonprofit, managing volunteer programs, or leading teams and/or organizations. Experience as a Volunteer Coordinator strongly preferred.
• Bachelor’s degree preferred.

Required Skills and Capabilities
• Proficient in basic computer applications, including Microsoft Office, databases, and Internet platforms. Experience with Mac operating systems, Google applications, and Salesforce preferred.
• Excellent time management, planning, organization, and problem-solving skills.
• Demonstrated ability to conduct one’s self in a calm and professional manner when dealing with the public and/or in difficult situations.
• Demonstrated ability to communicate effectively both orally and in writing.
• Ability to work well with a diverse group of staff and volunteers.
• Willingness to adjust hours to accommodate needs of the job.
• Ability to work productively in an unstructured environment with frequent interruptions.
• Motivated, proactive, and detail-oriented.
• Access to a car with current California driver’s license and automobile insurance.
**Additional Information**
Hours are generally Monday through Friday, between 9am and 6pm. Must be available evenings and weekend for special events and volunteer recruitment and training meetings, as scheduled.

**Physical Requirements:**
This is a dynamic and interactive position that requires the ability to speak, hear, and see, and to lift small objects up to 20 lbs. Requires the ability to travel locally and/or regionally.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Your resume with a cover letter that tells us how your experience and education fit with the job description and requirements, and why you want to work for Project Hope Alliance, should be directed to Annie Weir, Director of Operations, at annie@projecthopealliance.org. No telephone calls, please.

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