



JOB TITLE / ASSIGNMENT: Volunteer Recruitment and Communications Coordinator
REPORTS TO: Development Manager
CLASSIFICATION: Full-time, non- exempt hourly position
Apply to: GJara@WISEPlace.org

OVERVIEW OF THE POSITION:

This position manages the recruitment, orientation, assessment and training of volunteers to effectively place all volunteers, into areas of service. Special emphasis will be placed upon the ability to say “yes” to those seeking first time involvement by fitting volunteer desires to creative activities that are aligned with the mission. Works closely with staff on their needs to provide weekly volunteer engagement.

The employee will also be responsible for volunteer communication follow up, and tracking volunteers, being certain that they are added to our mailing list and given opportunities for increasing degrees of involvement. This position will offer regular Saturday and periodic Sunday and evening volunteer opportunities, expanding both our services to clients and volunteers to weekends. Due to the nature of this position, employee must have use of a vehicle, auto insurance and a satisfactory driving record. This is a full-time onsite staff position.

DUTIES AND RESPONSIBILITIES:

- Respond to incoming volunteer inquiries. Provide and oversee tour operations, skills assessment, volunteer job creation, and oversee the application, screening and time-tracking process. Define duties and lines of authority for volunteers through written job descriptions.
- Lead the volunteer recruitment, placement and orientation process. This includes all individuals and volunteer groups, as well as interns.
- Assess current and future volunteer needs and proactively recruit qualified individuals to fill roles to effectively support the organization.
- Respond, schedule, and coordinate all volunteer interviews/orientations in a timely basis via email, phone calls, etc.
- Manage and coordinate communications between all staff members regarding volunteer needs
- Actively seek larger corporate groups for single day volunteer projects and/or ongoing projects. Active ‘day of’ management for these projects will be identified as needed.
- Train, supervise, and provide workloads for administrative volunteers.
- Ensure all volunteer positions have up to date, accurate descriptions that clearly define responsibilities, qualifications, time commitments, etc.
- Represent WISEPlace in the community to create a highly visible presence for the organization for recruitment purposes (including but not limited to resource, agency, volunteer, job, corporate, school/university fairs).
- Market volunteer opportunities through public speaking, community outreach, online resource postings, etc.
- Ensure that all volunteers create a profile and use the software to schedule and change shifts.
- Schedule and coordinate all volunteer orientations and trainings along with orchestrating the intern boot camp each session.
- Interview prospective volunteers and assess their individual talents in accordance with organizational needs.
- Actively seek large corporate groups for single day volunteer projects.
- Identify, cultivate and recruit corporate relationships with the goal of converting them to donors.
- Ensure volunteer schedule is accurate, updated daily and accessible to necessary staff members.
- Maintain and update procedures, policies, and all forms in the Volunteer Manual.
- Support the coordination and implementation of comprehensive recognition programs for volunteers; not limited to at least one annual event per year, volunteer of the month, birthday notices, emails and phones calls.
- Proactively networking with corporate volunteers and prospects. Attend networking events to identify, cultivate recruit new volunteers.
- Provide leadership to WISEPlace’s donations (clothing, etc.) drive program from identification to conclusion.
- Coordinate volunteers to provide and/or serve lunch and evening meals to support the programs.
- Cultivate volunteer activities in community outreach groups – faith-based, young professionals, women’s, political and corporate groups.

- Recruit and coordinate an Internship program by posting at local colleges and universities, doing evaluations, providing meaningful opportunities for those seeking experience working in a non-profit.
- Submit quarterly articles, photos, and videos for volunteer recognition (corporate and personal) to be submitted for newsletters, websites, etc.
- Ensure volunteer schedule is updated weekly and distributed to all staff
- Perform other related duties as assigned

KNOWLEDGE/SKILLS/ABILITIES:

- Meet all requirements for confidentiality of business and client information
- Meet all requirements for management of information, including data gathering, secure filing, and records retention
- Maintain knowledge of organizational policies and procedures
- Meet all applicable safety requirements of the position
- Organize workload throughout the day to meet project timelines and deadlines
- Ability to work well either alone or as part of a team
- Excellent interpersonal and communication skills
- Ability to establish rapport and interact with diverse group of people
- Demonstrated problem solving skills within crisis situations
- Ability to foster a positive, professional image for WISEPlace in the community
- Knowledge of budgeting processes and outcomes measurements
- Manage multiple priorities with attention to deadlines

ORGANIZATIONAL RESPONSIBILITIES:

- Attends and participates in relevant staff and/or committee meetings.
- Participates in staff development activities/trainings as needed to complete job duties or as required by the Executive Director.
- Responsible for developing and maintaining positive, effective working relationships with fellow staff, volunteers and board members.
- Background in or understanding of best practices in volunteer workforce.
- Performs other duties as assigned.

COMPUTER AND EQUIPMENT SKILLS:

- Possess excellent MS Word and Excel programs, internet, email, and computer skills.
- Experience with Adobe suite, electronic communication platforms and social media applications a plus.
- Uses copiers, calculators, laptop and desktop computers, and phones.

PHYSICAL JOB REQUIREMENTS:

- Sits at a computer station or work desk for most of some days.
- Requires ability to stand in one position or walk short distances throughout the day.
- Frequently stands and walks to other workstations and departments throughout the day, including moving up and down stairs.
- Uses hands and fingers to handle perishable and nonperishable food and other donated items, operate computers, keyboards, and office equipment throughout the day.
- Requires clear vision at 20 inches or less with or without corrective lenses.
- Requires hearing and speech within normal ranges and sufficient for clear communication face to face and especially via telephone.
- May lift up to 30 pounds often and carry for short distances; may need to lift items from ground level to waist level.
- Exposed to physical conditions and noise levels of an office and packinghouse environment.
- Flexibility in work assignments and hours (some weekends and evenings).

MINIMUM QUALIFICATIONS/EDUCATION / EXPERIENCE

- Bachelor of Arts or Bachelor of Science degree.
- Experience at a non-profit agency a plus; at least three year working in a non-profit.
- Experience with recruiting and placing volunteers a plus.