

POSITION TITLE: VOLUNTEER COORDINATOR**REPORTS TO: EXECUTIVE DIRECTOR****STATUS: PART TIME (15 hours per week)****POSITION SUMMARY**

The Volunteer Coordinator will be responsible for operating all aspects of the volunteer program, and will take on a number of administrative duties, including front desk duties. The hours are 9 am - noon, Monday through Friday.

CORE DUTIES AND RESPONSIBILITIES

- Develop, implement and manage volunteer opportunities/assess needs.
- Create and maintain volunteer policies and procedures; evaluate/mitigate risks associated with volunteer positions and ensure protective controls are in place.
- Create volunteer orientation materials and work with staff to develop and administer program-specific volunteer training materials, as needed.
- Recruit, screen, orient and match highly skilled volunteers with appropriate opportunities.
- Respond to communications from both prospective and active volunteers.
- Promote the volunteer program, recruit volunteers, and grow volunteer participation.
- Create and implement a volunteer recognition program.
- Schedule and train volunteers for front desk duties.
- Serve as the point person for administrative/operational items, with assistance from staff.

OTHER DUTIES (as needed)

- Attend required training and staff meetings.
- Assist with events.
- Assist board members and other staff members.
- Assist with greeting clients at the reception area as needed.

REQUIRED KNOWLEDGE AND SKILLS

- Ability to greet clients, donors, and volunteers in a welcoming manner.
- Familiarity with Google, Microsoft, internet, email, other database programs.
- Knowledge of local referral sources.
- Ability to maintain confidentiality regarding both donors and clients.
- Ability to train and empower responsible and committed volunteers.
- Ability to thrive in a fast paced environment.
- Capacity to be self-directed while working as a member of a team.

GENERAL REQUIREMENTS

- Customer focused: Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer.
- Communication: Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- Collegiality: Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.
- Initiative: Taking ownership of our work, doing what is needed without being asked, following through.
- Efficiency: Planning ahead, managing time well, being on time, thinking of better ways to do things.
- Coachability: Being receptive to feedback, willing to learn, embracing continuous improvement.

INTERESTED APPLICANTS SHOULD SEND A RESUME TO SWISER@ANKENYSERVICECENTER.ORG.