

POSITION DESCRIPTION

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| Job Title: | Volunteer Coordinator | | |
| Reports to: | Associate Director | | |
| Supervisory Responsibilities: | No | FLSA Status: | Hourly/Non-Exempt |
| Department: | Resource Development | Hours Per Week: | 40 |
| | | Benefits Eligible: | Yes |

Position Summary: The **Volunteer Coordinator** supports the mission of KLF by developing, supporting, and coordinating the recruitment, retention, development, and productive engagement of volunteers.

Essential Functions:

- Collaborate with all KLF departments to identify and prioritize volunteer recruitment needs, scheduling, challenges, and opportunities.
- Facilitate onboarding and off-boarding of volunteers as necessary, in collaboration with departmental supervisors.
- Provide tours of the KLF facility to volunteer groups and community members.
- Update and maintain database of trained volunteers with accurate and timely information, including but not limited to skills, contact information, availability, and interests.
- Coordinate volunteers for special events and activities, in conjunction with other department staff and partner agencies.
- Actively recruit qualified volunteers for key positions; provide training and developmental opportunities for volunteers and promote productive volunteer engagement.
- Develop and implement recognition programs to promote continual appreciation of volunteers.
- Participation in various community and KLF committees, as assigned.

Non-Essential Functions

- Supports Resource Development and Service departments as necessary.
- May perform additional duties, as assigned.

Universal Competencies

- Mission, Service, and Urgency
- Integrity, Stewardship and Accountability
- Respect: Inclusion, Diversity, and Equity
- Collaboration and Teamwork
- Communication
- Organizational Improvement and Professional Development
- Dependability and Flexibility

Minimum Requirements:

- Associate degree in Social Work, Psychology, or other human services or related field.
- One (1) years' experience in a community-based human services position.
- Demonstrated ability to maintain confidentiality.
- Excellent interpersonal and relationship-building skills, including the ability to persuade, negotiate, and inform volunteers, co-workers, and members of the community.
- Ability to exercise good judgment.
- Sound analytical and problem-solving skills.
- Demonstrates a sense of urgency, prioritizes well, shows energy, responds to opportunities, instills urgency in others, and meets deadlines.
- Demonstrated experience with various computer applications and ability to learn a constituent relationship management (CRM) including Raiser's Edge.
- Valid Driver's License.

Preferred Requirements

- Bachelor's Degree in Social Work, Psychology, or other human services or related field.
- Three (3) years in a community-based human services position.
- Experience working with members of the community, including other leaders and volunteers.
- Three (3) years working with volunteers and/or in community outreach.
- Experience with a constituent relationship management (CRM) system.
- Ability to speak languages other than English, including Spanish and Arabic.

Physical Requirements:

- Frequently required to use hands and fingers to handle, feel, or operate equipment and reach with hands and arms.
- Frequently sits throughout the day.
- Occasionally required to lift, move, carry, pull and push files/objects up to 10 pounds while sitting, standing, climbing, or walking.
- Required to regularly speak clearly and hear, using the English language.
- Required to regularly stand and walk.
- Specific vision abilities required include close vision and the ability to adjust focus.

Work Contacts

- Regularly reads, writes, and speaks with volunteers, peers, supervisor, and members of the community to gather information, administer orientations and training, performance management, conflict resolution, persuasion, and negotiation.
- Regularly leads, develops, and inspires a team of volunteers.
- Regularly demonstrates excellent interpersonal and relationship building skills.

Work Environment:

- Frequently in the general office environment; lighting and temperature are adequate, and there are no hazardous conditions.
- Exposed to temperature conditions common at the time.
- Noise level is usually moderate/conversational.
- Occasionally exposed to outdoor climate and warehouse conditions.

This job description is an example of the general requirements of the position and is not intended to be exhaustive or all-inclusive.