



Volunteer Coordinator

Job Description

Job Title: Volunteer Coordinator
Department: Development
Reports To: Community Relations Manager
FLSA Status: Non-exempt
Salary: \$16 - \$19

Summary The Volunteer Coordinator will be responsible for volunteer recruitment, retention, recognition, and evaluation. This position is designed for a creative, energetic, and outgoing individual who is interested in mobilizing community participation in affordable housing through our volunteer program. The role will focus on deepening existing relationships and establishing new ones, by engaging individuals and groups in volunteerism, advocacy, learning opportunities, community forums and other related activities. Ongoing volunteer events, newsletters, data management, internal and external communications, orientations, and community outreach opportunities will all be a consistent part of duties performed. The volunteer coordinator will also track and maintain digital and paper-based information on Habitat for Humanity-Spokane volunteers.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Manage the scheduling of 2,000 annual volunteers, both one-time and ongoing.
- Recruit, train, deploy, evaluate, and recognize volunteers.
- Serve as primary point of contact for community members interested in volunteering and manage the Volunteer email account.
- Assist in establishing and maintaining long-term relationships with our volunteers, including our Regulars, many of whom have been volunteering with us for decades.
- Work with office staff to fill requests and assist with the creation of volunteer opportunities.
- Implement and maintain an exceptional volunteer experience on all sites.
- Assist in communicating affiliate priorities to the community
- Assist in managing large volunteer appreciation events.
- Manage and maintain online volunteer scheduling program (Volunteer Hub), including monthly schedules for construction sites, retail stores and affiliate office.
- Collect all volunteer-based data digitally and through on-site paper forms and ensure accuracy and consistency of data uploads to Raisers Edge database.
- Refine strategies to measure, track, record, and report monthly volunteer statistics and volunteer satisfaction metrics collected through Survey Monkey.
- Perform all required background checks, community service, and other authorizations as needed for volunteers at affiliate construction sites, retail stores and office.
- Provide support to internal and external committees related to volunteer engagement.
- Provide administrative and project support for the Development department.
- Support and facilitate site staff trainings of volunteer management processes.
- Coordinate and assist with planning and execution of annual events and builds.
- Support outreach to youth, colleges/universities, Habitat Young Professional and other groups.
- Further develop the Volunteer recognition program.
- Attend staff meetings and other internal meetings as requested.



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- Volunteer Build Day Support:
 - Work with staff and AmeriCorps to ensure all volunteer check-in, hosting, documentation, and other on-site deliverables are accurately and consistently happening at all the volunteer sites.
 - When necessary, provide on-site support by attending Construction build days, Store volunteer days, and other events throughout the year, making sure the entire volunteer experience runs smoothly, and those volunteers have an exceptional experience.
 - Continually assess and develop new and existing aspects specific to each volunteer location, to ensure we are always improving the volunteer experience.
- Other duties as assigned.
- Attend Habitat-Spokane events
- Promotes the mission of Habitat for Humanity-Spokane

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.



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Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educate others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.



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Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

AA or equivalent professional experience in volunteer management, fundraising, business, event management, or related field.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers, volunteers, donors or employees of organization.

Reasoning Ability

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Outlook.

Other Qualifications

Habitat for Humanity-Spokane is a Christian housing ministry, and all employees serve in a ministerial and service capacity.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to talk or hear. The



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employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

