

Volunteer and Community Outreach Coordinator

The Volunteer Coordinator is responsible for recruiting, scheduling, training, and supervising volunteers, and leading and supporting community outreach efforts.

Essential Job Functions:

1. Identify organization and program needs by consulting with staff to identify volunteer services and opportunities.
2. Develop and implement volunteer recruitment and selection procedures that best support Family Giving Tree (FGT) staff and programs.
 - o Actively research new ways to garner community support.
 - o Work on increasing the number and skill set of Angel Elves (dedicated volunteers) ‘
2. Recruit, supervise, train, and track performance of volunteers.
3. Serve as liaison between staff and volunteers.
4. Monitor and evaluate the efficiency, effectiveness, goals, objectives, and policies of volunteer services.
5. Create and maintain volunteer job descriptions, and training materials.
6. Communicate in a friendly and informative manner with people from diverse backgrounds.
7. Attend and participate in professional and community meetings/fairs to promote FGT services and recruit interested volunteers, donors and Drive Leaders.
8. Recognize and encourage volunteer accomplishments through volunteer appreciation events, awards, newsletters, and thank you gifts.
9. Maintain the Volunteer Database Customer Relationship Manager (Salesforce CRM) and:
 - o Recommend necessary improvements to Salesforce and the volunteer applications.
 - o Prepare and present reports to management.
 - o Maintain Drive shift schedules and online reservations.
10. Benchmark with other non-profit volunteer organizations and implement improvements to FGT’s program.
11. Complete general administrative work in a timely manner.
12. Perform other duties as assigned.

Preferred Qualifications

- Bachelor’s degree from an accredited college or university.
- Previous experience in volunteer management or equivalent.
- High degree of integrity, ethics, and professional standards.

- Must be comfortable in a customer-facing environment and speaking in front of large groups.
- Work independently, possess strong time management skills and the ability to take initiative on new projects.
- Excellent communication and interpersonal skills.
- Excellent organization skills and the ability to manage different tasks concurrently.
- Experience with Salesforce CRM
- Proficient in all aspects of MS Office, including Excel and Word.
- Ability to lift up to 25 lbs.