



JOB DESCRIPTION

Position Title: Volunteer Services Coordinator

Reports to: Volunteer Services Manager Dept: Volunteer Services
 FLSA Classification: Non-exempt FT Entity: OneOC Corporate
 Supervises Others: No

SUMMARY:

The Volunteer Services Coordinator provides daily administration, recruitment, and coordination of the Orange County Retired and Senior (55+) Volunteer Program as well as leadership for the national Days of Service, helping to build capacity - while advancing the mission, goals, and strategic plan (2020+ Roadmap) of OneOC.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

RSVP (55+) Volunteer Program

- Provides administrative support for the OneOC-RSVP (55+) Volunteer Program.
- Leads volunteer recruitment for Orange County program.
- Ensures volunteer data has been properly inputted including applications, placements, onboarding including safety training as well as reporting hours with new volunteers.
- Ensures volunteer and partner station files meet grant requirements and are up to date.
- Assists with the development, reporting and management of grants and the OneOC budget.
- Assists with annual recognition including planning, recruitment, registration, and attendance of eligible volunteers.
- Facilitates RSVP Advisory Committee and social events, including room set-up, agenda, and minutes.

Other Volunteer Services

- Communicates effectively and courteously with all contacts -- internal and external. Works well with diverse people, especially 55+, companies and the public.
- Provides daily, high quality client services through HandsOn Connect and Salesforce, ensuring data accuracy.
- Supports National Days of Service Volunteer Program and Outsource Management.
- Strategically recruits and secures nonprofit partners as well as volunteers for the program.
- Coordinates registration process with nonprofits, sponsors, volunteers, and strategic partners.

ADDITIONAL RESPONSIBILITIES:

- Retains best practices on working with 55+ volunteers
- Participates in OneOC team goal setting, shared leadership, monitoring, and evaluation process.
- Assists with other volunteer- related duties as assigned on a regular or occasional basis.

EDUCATION AND/OR EXPERIENCE:

- High school diploma required, Bachelor's degree in related field preferred.
- Minimum two years program experience required. 55+ volunteer experience preferred.
- Minimum two years of office experience performing detailed data administrative tasks.
- Customer service experience required.

COMPUTER & EQUIPMENT SKILLS:

- Has good general knowledge of computer operations; uses a keyboard and calculator proficiently and with a high degree of accuracy.
- Uses Microsoft Office Word and Excel as well as Internet and email programs proficiently.
- Uses typical office equipment.
- Experience with HandsOn Connect, Salesforce and Volunteer Reporter database systems preferred.

PHYSICAL JOB REQUIREMENTS:

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment and drive a car safely.
- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts up to 10 pounds regularly and 25 pounds occasionally.
- Exposed to typical office environment conditions and noise levels.

MENTAL AND REASONING REQUIREMENTS:

- Uses critical thinking skills to create documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form.
- Able to set goals based on available information and to plan work to meet deadlines. Able to project likely future occurrences based on current or historic data.
- Uses decision-making skills and judgment to work independently to resolve problems; able to identify those situations that require supervisor intervention for a solution.
- Able to formulate appropriate responses to requests for services and information from internal or external customers.
- Able to understand, comply, and implement established processes, practices, and systems.
- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.
- Able to present effective and compelling messages to individuals, groups, and the public.

OTHER JOB REQUIREMENTS:

- Organizes workload throughout the day to meet project timelines and deadlines.
- Maintains professional behavior, dress, and appearance at all times.
- Attends meetings and trainings as requested.
- Assists with other duties as assigned on a regular or occasional basis.

To apply, please forward resume to hr@oneoc.org

OneOC is proud to be an equal opportunity employer.

