Job Title: Volunteer Coordinator
Reports to: Senior Manager, Community Engagement
Status: Non-Exempt/Hourly
Location: Norwalk/ Midway City

SUMMARY:

The Volunteer Coordinator will report to the Senior Manager of Community Engagement, and work closely with the CEO, Development and marketing staff, Board of Directors and volunteers. This is a non-exempt, regular full-time position.

The Volunteer Coordinator will plan, implement, manage, assess and analyze all aspects of the agency-wide volunteer program to meet specific program/agency needs. The Volunteer Coordinator will also develop trainings, identify new outreach methods, and streamline programming. Candidates must be comfortable working in a team setting, speaking and training with the Board of Directors, corporate partners, community members, and staff. This position must also be comfortable traveling to different locations within the regions that AFH serves.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Volunteer Coordinator position will increase agency capacity to capitalize on existing community desire and actively participate in AFH’s program work. The Coordinator will recruit, train and place volunteers within agency positions, collect volunteer data, conduct volunteer recognition, conduct program analysis, and improve processes to increase the longevity of our volunteers. The coordinator will be responsible for monitoring, supporting, motivating, and training volunteers to ensure they enjoy, appreciate and understand their valued contributions to the efforts of our organization.

Key responsibilities include:

1. Recruit, onboard and orient prospective volunteers.

2. Partner with Program Directors and Managers to develop and maintain volunteer training and orientation program sufficient to meet the volunteer needs of the program, clients, and grant requirements; coordinate and conduct orientations and training classes on a regular basis.

3. Maintain knowledge of volunteer related laws and other pertinent regulatory requirements, ensuring the volunteer department remains compliant in all areas.

4. Responsible for overseeing administrative tasks necessary for managing the volunteer program.

5. Research, develop, and implement new volunteer opportunities to increase agency capacity.

6. Supervise and evaluate volunteers in a timely and appropriate manner.

8. Maintain accurate database records on all volunteer contacts and services

9. Reevaluate volunteer program as necessary. Identify needs for additional programs and services and develop programs, as needed.

10. Develop and facilitate volunteer support/education meetings to both staff and agency volunteers.

11. Participate in volunteer outreach.

12. Continue implementation of the volunteer recognition plan.

13. Collaborate with the Development team on marketing initiatives to grow philanthropy and volunteerism. Projects may include annual giving, capital campaign, sponsorships, grant and foundational giving, and planned giving.

14. Work in conjunction with the Communications officer to develop volunteer materials, and volunteer related materials.

15. Assist in the coordination, management and delivery of fund raising, donor and volunteer recognition events - as necessary.

QUALIFICATIONS:

1. Valid driver’s license and access to a car.

2. Fluent in English and Spanish (oral and written.)

3. Excellent verbal and written communications skills.

4. Exceptional follow through and attention to detail.

5. 1-2 years of volunteer management experience required.

6. Strong computer skills with data management experience.

7. Experience using Black Baud RE and Volunteer Hub is a plus!

8. Experienced in providing high quality customer service and be able to independently identify and troubleshoot operational challenges.

9. Ability to organize tasks, events, and people while delegating effectively

10. Ability to analyze data for decision-making and to develop processes
11. Strong team orientation, interpersonal skills, judgment and ability to work effectively in collaboration with diverse groups of people.

12. Must be available to work some weekends when required.

WORK ENVIRONMENT
1. Field and indoor office environment

2. Will necessitate working in busy and loud environments

3. Will be exposed to elements like cold, heat, dust, noise and odor

4. May need to bend, stop, twist, and sit throughout the day

5. Regularly required to walk or drive to different local sites throughout the day

6. Regularly required to sit, stand, bend and occasionally lift or carry up to 35 pounds

7. Will necessitate working in busy and loud environments

8. Will be exposed to elements like cold, heat, dust, noise and odor

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES:
1. Maintain a safe work environment and confidentiality at all times

2. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues

3. Organize and prioritize multiple activities to meet all external and internal deadlines

4. Maintain professional demeanor that reflects positively on the agency

5. Demonstrate respect and courtesy toward others

6. Able to thrive in a work environment emphasizing teamwork and collaboration

7. Respond in a timely manner in all aspects of communication

8. Work with minimum supervision

9. Perform other duties as assigned
Job Type: Full-time

Pay: $22.00 - $25.00 per hour

Benefits:
401(k)
401(k) matching
Dental insurance
Employee assistance program
Flexible schedule
Flexible spending account
Health insurance
Life insurance
Paid time off
Referral program
Vision insurance

Schedule:
8 hour shift
Monday to Friday

Ability to commute/relocate:
Norwalk, CA 90650: Reliably commute or planning to relocate before starting work (Required)

Application Question(s):
License/Certification:
Driver's License (Required)
Willingness to travel:
25% (Required)
Work Location: In person

To apply, please send your resume and cover letter to Paola Morales HR Coordinator at
Pmorales@afhusa.org with subject: VC OneOC Job Post