**JOB DESCRIPTION**

**Position Title:** Volunteer Services Coordinator – Orange County & San Bernardino

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

**SUMMARY:**
The Volunteer Services Coordinator provides daily administration, recruitment and coordination of the OneOC Volunteer Program (including active older adult volunteers, internal OneOC volunteers & facilitating/leading volunteer groups) as well as support for OneOC events and projects, as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Volunteer Program**
- Provides administrative support for the VolunteerPro service line, working with community volunteers, nonprofit partners, and government partners.
- Executes volunteer recruitment activities for OneOC such as attending expos, community events, and giving small group presentations.
- Builds relationships with community groups.
- Provides administrative support for grants related to volunteer programs.
- Ensures volunteer data is entered and properly stored, including applications, placements, and volunteer hours.
- Performs basic volunteer management practices, with strategic direction from supervisor: recruitment/screening, onboarding/orientation, training, retention, recognition, and evaluation. Tracks work and progress.

**Other Volunteer Services**
- Communicates effectively and courteously with all contacts -- internal and external. Works well with diverse people, active older adults, all community members.
- Provides daily, high quality client services through HandsOn Connect and Salesforce, ensuring data accuracy.
- Supports National Days of Service volunteer projects and OneOC events, as needed.
- Builds relationships with volunteer groups and nonprofits in assigned territory.
- Supports OneOC internal volunteer retention and recognition activities.

**ADDITIONAL RESPONSIBILITIES:**
- Learns and retains best practices in working with 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 of program experience required. 55+ volunteer experience preferred.
- Grant 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 Management 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.
• When attending community events, may need to set display table and be indoors or outdoors at table for length of events.
• 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 keep a calendar and reliably show up on time or early for obligations such as meeting and events
• 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.

Pay Range: $18-$19 hourly

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

OneOC is proud to be an equal opportunity employer.