

JOB TITLE: Volunteer Coordinator
REPORTS TO: Community Relations Manager

STATUS: REG/FT/NE
SCHEDULE: 40 hrs/wk, M-F,
some weekends

DEPT: Community Relations

REVISED: 6/24/2024

The Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

SUMMARY OF POSITION:

The Volunteer Coordinator is responsible for the successful coordination, monitoring and execution of a robust volunteer program at the WSRM. This individual will work closely with the Community Relations Manager to oversee the volunteer program, identify needs for volunteers, recruit volunteers, assign volunteers to assist with WSRM needs, and keep accurate records of volunteer participation.

DUTIES AND RESPONSIBILITIES:

Volunteer Projects and Recruitment

- Work with staff to define volunteer service opportunities.
- Coordinate with Community Relations Manager and other departments to determine projects.
- Maintain volunteer needs / project lists throughout WSRM.
- Assist in the recruiting, screening, and interviewing of new volunteers.
- Plan events for Volunteer Appreciation week
- Attend and participate in WSRM fundraising and speaking events to recruit interested people for volunteer service.
- Manage the deployment of volunteers within various WSRM departments, as well as at special events.

Volunteer Communication and Reporting

- Communicate with managers and schedule/coordinate groups and individuals for volunteer assignments.
- Respond to volunteer-related inquiries made via phone, email, and in person.
- Assemble, maintain and distribute volunteer orientation packets and applications.
- Conduct volunteer orientations onsite, including review of volunteer policies and guidelines.
- Encourage and maintain ongoing communication with volunteers via email, phone, and personal interaction. Receive and return phone calls and emails from groups/individuals.
- Maintain volunteer database used to track volunteer hours and project statistics (via Sales Force).
- Produce necessary statistical reports related to volunteers.
- Maintain and distribute monthly volunteer calendar.
- Take photographs of volunteer groups and upload them to Google Drive.
- Schedule recurring and new volunteer individuals and groups in the volunteer calendar.
- Send out weekly email reminders to individual and volunteer groups before time of service.

Additional Responsibilities

- Provide information and tours to onsite visitors.
- Perform other duties or projects as assigned.

EDUCATION/EXPERIENCE:

- Associate's (2-year) college degree required. Equivalent work experience may be considered in lieu of degree.
- 2 years related volunteer coordination experience preferred.

- 1-year Data entry experience preferred; Salesforce experience preferred.
- Non-profit / donor related fundraising experience preferred.

SKILLS & QUALIFICATIONS:

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Ability to communicate professionally and effectively, both verbally and in writing.
- Strong organizational and interpersonal skills; team player.
- Must be a self-starter, able to plan and organize work independently.
- Able to multi-task effectively.
- Ability to ask for financial contributions, in-kind support and services on behalf of the ministry.
- Ability to work cooperatively with different types of personalities.
- Proficient in Microsoft Office programs, graphic software and email.
- Ability to prioritize work, problem solve, and actively seek input when necessary.
- Possess a teachable spirit; willing to learn new procedures and adapt quickly to procedural changes.

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

Standing: Frequently Walking: Frequently

- May require occasional travel, the majority of which is within the Triad area.
- In good physical health, able to climb stairs numerous times per shift.

The work is typically performed in an office environment and may involve walking around, sitting, standing, bending or carrying. The employee occasionally lifts objects weighing up to 25 pounds, and uses equipment requiring a high degree of dexterity. Work environment may vary based on events and may include working outdoors (occasionally).

EQUIPMENT/TOOLS USED:

Computer, Internet, Phone, Copier/Scanner/Fax/Printer, Postage Meter Equipment

Employee Signature

Date