

Job Description for Volunteer Coordinator with Special Emphasis on Student & Thrift Shop Volunteers

Hours: Part Time Position averaging 25 hours per week / \$20 per hour

Monday – Wednesday 12:00 – 5:00, Thursdays 2:30 – 7:30 & Friday, 11:00 – 4:00

Occasional Saturday. Potential for some flexibility in hours.

Reports to the Executive Director

Job Duties and Responsibilities

Recruiting Volunteers

- Respond & record follow up into E-Tapestry data base on all online & phone call volunteer inquiries
- Interview potential volunteers & help to guide them to the appropriate Community Council program based on their interest and the Council's needs.
 - To include: Thrift Shop Workers, Food Pantry Helpers, Child Assault Prevention Task Force, Medical Appointment Drivers, English as a Second Language Tutors, Nursing Home Boutique Program Visitors, Office Helpers, Special Events, Development, and Marketing/Communications
- Work closely with program staff to assess needs for volunteer assistance within each program area
- Conduct and/or arrange for volunteer orientation and training for all Volunteers, with a special emphasis on the Student Volunteers
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Organize and participate in volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate

Volunteer Management and Tracking

- Learn E-Tapestry database by participating in 8 hours of online tutorials with the expectation to pass the E-Tapestry Fundamentals Certification exam
- Establish and regularly update volunteer schedules and list of events
 - Special emphasis on the Thrift Shop & Student Volunteers
- Communicate regularly with Thrift Shop & Student Volunteers through check-in phone calls, texts, e-mails, cards, and personal appreciations for their efforts
- Coordinate & supervise the documentation and logging of Thrift Shop & Student Volunteer hours in data basis (E-Tapestry) and report hours on a monthly basis to the Executive Director
- Confer with volunteers & program staff members to resolve grievances and promote cooperation and interest and resolve any concerns

Special Emphasis on Expanding & Supervising Student Community Service Program

- Grow the High School & Middle School Volunteer program
- Create an orientation & scheduling process for the Middle School Volunteers
- Create Intergenerational volunteer opportunities
- Supervise or assign supervision to student volunteers when they are at their work assignments
- Fill out pre & post volunteer paperwork for schools and other outside agencies.

Thrift Shop Volunteer Management

- Recruit, train and supervise Thrift Shop Volunteers
- Train volunteers to select appropriate donations to sell, display merchandise, price items & dispose of items not needed.
- Develop schedules for volunteers to ensure adequate personnel at the store to accomplish tasks and respond to customers.
- Conduct regularly scheduled communication with volunteers to provide direction, guidance and oversight.
- Coordinator pick-ups with Outside Agencies the Community Council collects in-kind donations for.
- Work closely with the Thrift Shop Shift Supervisor to keep communication consistent among all Thrift Shop Volunteers
- Expand public shopping days to include Thursdays from 12:00 Noon to 7:00 pm. and provide the Thrift Shop Site Supervision from 4:00 – 7:00 pm.

Other duties as assigned by the Executive Director

Qualifications:

1. Experience supervising, working and interacting with volunteers.
2. Strong written & verbal communication skills
3. Strong computer skills utilizing MS Office and understanding of databases
4. Strong problem solving skills
5. Work within an inter-generational environment
6. Ability to multi-task
7. Outgoing nature
8. Willingness to ask people to help
9. Ability to match volunteers with appropriate assignments
10. Ability to work productively in an unstructured environment with frequent interruptions
11. Willingness to work hands on with any task assigned to a volunteer as needed.
12. 3-4 years' experience in comparable setting

If you are interested in applying please e-mail a resume & letter of interest to Sandra Robinson srobinson@needhamcommunitycouncil.org by August 9, 2019.