

**JOB IDENTIFICATION**

**Title:** Volunteer Services Coordinator  
**Reports To:** Volunteer Services Manager  
**Prepared By:** Nora Spitznogle

**Payroll Type:** Non-Exempt  
**Work Status:** Part Time  
**Prepared Date:** April 2021

**JOB SUMMARY**

Supports activities of the Manager of Volunteer Services via scheduling, communication, training and database management.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Communicates, schedules, and develops relationships with all outside group volunteers. Handles all group volunteer follow-up and acknowledgement.

Trains community service volunteers, handles all appropriate documentation, and creates community service monthly reports.

Assists Volunteer Services Manager, as needed, with arranging daily volunteer schedules, volunteer event planning, communicating with volunteers regarding schedule opportunities, and communicating changes to the appropriate person.

Inputs volunteer information and maintains database for accuracy.

Provides support at the Front Desk as needed with reception and phone calls.

Inventory and order volunteer supplies and recognition items as needed.

**CORE COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following Second Helpings core competencies:

**Customer Service:** Responds promptly to customer needs and resolves conflict appropriately; solicits customer feedback to improve service; treats others with respect; responds to requests for service and assistance; meets commitments; communicates effectively.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes constructive feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed by assisting colleagues willingly and by meeting commitments; able to build morale and group commitments to reach goals and objectives.

**Reliability:** Keeps absenteeism and tardiness to a minimum; ensures work responsibilities are covered when absent; manages time effectively so as to meet schedules.

**JOB REQUIREMENTS**

This position requires a flexible schedule to include evenings and weekends. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

---

Acknowledged by:

Employee Initials: \_\_\_\_\_ Review Date: \_\_\_\_\_  
Supervisor Initials: \_\_\_\_\_ Review Date: \_\_\_\_\_

**EDUCATION and/or EXPERIENCE**

Prior experience with volunteer coordination and demonstrated community involvement required.

College experience is preferred, or equivalent with several years' professional experience. Scheduling and event planning experience preferred.

Proficient in database use, the Internet, Microsoft Word and Excel.

**KNOWLEDGE, SKILLS, ABILITIES**

Possess excellent relationship building skills and a high degree of patience. Demonstrate friendly, outgoing demeanor. Ability to work well with people of all backgrounds, cultural groups and economic levels.

Excellent oral and written communication as well as organizational skills. Must be detail oriented, have the ability to handle multiple tasks at once, and maintain flexibility in an ever-changing environment.

Strong computer skills with experience in database management.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to sit. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**SIGNATURE SECTION**

**CEO:** \_\_\_\_\_ **Approved Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_ **Received Date:** \_\_\_\_\_

---

Acknowledged by:

Employee Initials: \_\_\_\_\_ Review Date: \_\_\_\_\_

Supervisor Initials: \_\_\_\_\_ Review Date: \_\_\_\_\_