



Make-A-Wish® Eastern North Carolina Volunteer Coordinator Position Description

Title:	Volunteer Coordinator
Department:	Mission Delivery
Reports To:	Vice President, Mission Delivery
Position Grade:	Full-time
Salary Range:	Based on Experience
Instructions:	Submit a resume and cover letter in PDF format to Julie Lowe, Vice President, Mission Delivery via email at jlowe@eastnc.wish.org . No phone calls, please!

SUMMARY JOB DESCRIPTION

This position is responsible for the successful implementation and oversight of the overall volunteer program including: recruitment & onboarding, training, placement, engagement & retention and recognition. This individual works closely with the entire team to coordinate all aspects of the volunteer program. Incumbent must be willing to travel and work nights/weekends.

MAJOR RESPONSIBILITIES:

- Ensure a strong and dynamic volunteer base throughout our territory enabling the chapter to effectively support mission delivery, fundraising and community outreach objectives at a grassroots level.
- Establish a comprehensive volunteer engagement plan and schedule including formal recruitment, training, communication and recognition plans.
- **Recruitment & Onboarding:**
 - Develop and implement recruitment strategies for critical volunteer needs, assessing and refreshing priorities on an ongoing basis.
 - Maintain a consistent, efficient and thorough application and screening process of all volunteers that complies with National Performance Standards.
 - Respond to volunteer inquiries from the public in a timely, professional manner.
- **Training:**
 - Develop and conduct comprehensive volunteer trainings on a regular basis. Distribute and maintain training tools such as a volunteer handbook.
 - Collaborate with all departments in the scheduling, development, coordination and facilitation of volunteer orientations and trainings.
 - Develop and conduct refresher training sessions for existing chapter volunteers.
 - Serve as chapter administrator for Make-A-Wish University (MAWU), a web-based platform, assuring all constituencies are completing appropriate courses.
- **Placement:**
 - Work closely with the all departments to identify and support volunteer staffing needs.
 - Assign volunteers to available opportunities within the timeframes designated by the chapter/department including wish, internal and external events, etc.
- **Engagement & Retention:**
 - Manage all volunteer communications, including weekly and monthly volunteer

- newsletters and private social media channels.
- Monitor the progress of each volunteer assignment, addressing any performance deficiencies in a timely manner.
- Oversee the compliance and record retention of all mandated volunteer requirements, including, but not limited to, training, criminal background checks and the Annual Conflict of Interest & Ethics Statement, ensuring the chapter is prepared for all chapter audits.
- Create and plan opportunities for meaningful volunteer recognition throughout the year.
- Oversee the chapter's internship program, including the recruitment, screening, placement and evaluation of interns.

JOB SKILLS AND ESSENTIAL FUNCTIONS:

- Strong leadership skills to motivate and inspire a diverse group of people.
- Ability to work independently or part of a team.
- Excellent time management skills, prioritizing tasks efficiently and effectively.
- Keen attention to detail and deadlines.
- Professional demeanor and appearance.
- Ability to handle pressure situations calmly.
- Strong communication and presentation skills using a variety of mediums (phone, email or face-to-face).
- Excellent computer skills with an emphasis in all Microsoft Office Suite programs with ability to learn and use various email service platforms, survey tools and social media sites.
- Thorough understanding of *The Raiser's Edge* database system and Salesforce.
- Occasional travel within eastern North Carolina is required with valid driver's license.

QUALIFICATIONS:

- BA/BS in human services, psychology or non-profit management or equivalent experience in a related field.
- 1 to 2 years prior volunteer management or human resource experience. 2-3 years of applicable work experience is strongly desired.
- Proven ability to work with diverse groups of people interacting with all levels of management, staff and volunteers.
- Possess integrity, maturity and ethical awareness; ability to handle sensitive information and maintain strict confidentiality.
- Available to work during chapter office hours (8:30am – 5:00pm; Monday - Friday) as well as occasional nights and weekends. This position is based at our chapter office, located at 3809 Computer Drive in Raleigh, NC.