

Position Description

Position Title:	Volunteer Leader & Coordinator
Reports To:	Program Manager
Department:	Program
Status:	Full-time (35-40 hours)
Classification:	Non-Exempt

GENERAL POSITION SUMMARY

This position oversees the day-to-day processing of Note in the Pocket donations; the training and leading of volunteers and groups working in conjunction with other Volunteer Leaders, and senior staff positions. Responsible for managing volunteers and providing direction, coordination, and consultation for all volunteer functions within the Volunteer Center designed to support the various needs of the program. Ensures a positive experience for the volunteers and groups keeping them on task meeting project goals while maximizing the manpower available each day.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Train and lead daily volunteers and volunteer groups
- Work with other leaders to identify priorities for the day
- Make sure the Volunteer Center is straight and ready at the beginning of the day and prepared for the next group at the end of each shift
- Ensure that clothing donations coming in are processed correctly (put in proper area, weighed, taken to appropriate area for sorting); provide donors with tax receipts when requested
- Ensure all clothing is weighed, and recorded in proper area
- Conduct facility tours
- Develop, promote, and maintain individual and group volunteer opportunities to include leading groups and events, recruiting, orientation, training, scheduling and service records.
- Maintain communication with volunteers and management to ensure adequate volunteer coverage for daily operations.
- Coordinate large group volunteer events to include scheduling, distributing NITP policies for group volunteers, sending confirmations/reminders, and conducting post-visit interviews to assess the positives and negatives of the experience and ways to improve the group volunteer experience.
- Maintain accurate records and provide timely, statistical activity reports on volunteer participation.
- Is the point of contact for all communications with volunteers including inquiries, scheduling, grievances, and training needs.
- Develop and maintain relationships with other volunteer organizations, small and large businesses (particularly with a local presence), faith communities and government agencies
- Participation in Pocket Pop Ups
- Organize and participate in the Volunteer Recognition Programs and Special Events.
- Enter group data into CRM.
- Some evenings and weekends required

QUALIFICATIONS

A. Education

Level

High School Diploma/GED

B. Experience

- 3+ years of experience working in a non-profit organization preferred
- 1+ years' experience supervising employees or volunteers
- Previous experience working with volunteers

C. Knowledge, Skills, and Abilities

- Ability to train and guide new staff and volunteer leaders through the NITP orientation and training process
- Strong verbal and written communication skills to effectively communicate clear expectations, goals, vision, and mission of NITP
- Comfortable speaking in front of large groups
- Ability to align opportunities for growth and provide assignments that stretch and challenge the volunteers
- Ability to work effectively in a deadline-driven, multi-priority environment; exhibit consistent usage of effective time management skills and appropriate resource management; communicates interferences and delays to supervisor.
- Provides others with timely and organized information; provides clear directions, shares responsibility and accountability; includes and consults with appropriate individuals as needed.
- Strong attention to detail
- Ability to use logical methods to solve problems while producing effective solutions; probes all appropriate resources for solutions
- Takes initiative to identify and improve systems and processes.
- Ability to relate well with all types of people, attentive and active listener; patience to hear others out and build rapport with dignity and tact; ability to effectively manage change supporting and promoting acceptance
- Ability to encourage, motivate, evaluate, and set clear and effective expectations with the team.

PHYSICAL REQUIREMENTS

This position requires:

- X Extended periods of standing in an office/warehouse environment.
- X Normal periods of sitting at a workstation/desk in an office environment.
- X Lifting and/or pushing objects up to 25 lbs. on a regular basis
- X Lifting and/or pushing objects up to 50 lbs. on an occasional basis.

WORKING CONDITIONS

Work is performed inside a flex-space office building and is temperature controlled.

All the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties and responsibilities or requirements. Employees may be required to perform other job-related duties as requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Employee's Signature

Date

Supervisor's Signature

Date