

# Position Description

**Position Title:** Volunteer Coordinator

**Reports To:** Volunteer Engagement Director

**Department:** Program

**Status:** Part-time (25 hours) \$16/hour; In-Office

**Classification:** Non-Exempt

## GENERAL POSITION SUMMARY

The Volunteer Coordinator assists with the day-to-day operations of Note in the Pocket's Volunteer Program. Assists with managing the volunteer signup platform, recruiting and scheduling individual and group volunteers, and tracking volunteer hours and impact. Ensures a positive and impactful experience for volunteers in conjunction with the Volunteer Engagement Director, Volunteer Leaders, and senior staff positions.

## 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.*

- Assists the Volunteer Engagement Director with all aspects of volunteer management:
  - Oversees and maintains volunteer scheduling platform
  - Creates and publicizes volunteer opportunities
  - Recruits, onboards and trains volunteers
  - Tracks volunteer hours, focusing on volunteer recognition
  - Tracks the collective impact of corporate/civic volunteer groups
  - Tracks and documents student/employee community service
  - Plans volunteer recognition and Volunteer Appreciation Week activities
  - Creates content for Volunteer Newsletter
  - Creates and analyzes Volunteer Experience Survey data
- Leads occasional weekday, weekend, and evening volunteer groups as needed
- Conducts facility tours as needed
- Attends Pocket Pop-Ups (clothing distribution events)
- Attends volunteer fairs and other events

## QUALIFICATIONS

### A. Education

Level

High School Diploma/GED

**B. Experience**

- 1+ years' experience supervising employees or volunteers
- Previous experience working in a volunteer or community engagement role preferred
- Must have strong interpersonal, organizational, spreadsheet, and database skills

**C. Knowledge, Skills, and Abilities**

- Strong verbal and written communication skills to effectively communicate clear expectations, goals, vision, and mission of NITP
- Ability to work effectively in a deadline-driven, multi-priority environment; consistently exhibit effective time management skills and appropriate resource management; communicate interferences and delays to supervisor
- Ability to recruit, train, and guide a network of diverse volunteers
- 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 while supporting and promoting acceptance
- Ability to encourage, motivate, and evaluate
- Provide accurate results that are thought-out and complete; exhibit high standards for excellence
- Provide others with timely and organized information and clear directions; share responsibility and accountability; include and consult with appropriate individuals as needed
- Ability to use logical methods to solve problems while producing effective solutions; probe all appropriate resources for solutions
- Take initiative to identify improvements in systems and processes

**PHYSICAL REQUIREMENTS**

This position requires:

- X Normal periods of sitting and standing in an office environment
- X Extended period of standing occasionally
- X Lifting and/or pushing objects up to 25 lbs. regularly
- X Lifting and/or pushing objects up to 50 lbs. occasionally

**WORKING CONDITIONS**

Work is performed inside a flex-space office building. The level of noise is usually quiet in the work environment and is temperature controlled.

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*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.*

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Employee's Signature Date

Supervisor's Signature Date

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