

## **Job Description – Volunteer Coordinator**

### **Position Summary:**

The purpose of this position is to help lead efforts to cultivate community involvement with individuals, community groups, corporations, and faith-based organizations to support the mission of the agency and refugee resettlement. The Volunteer Coordinator will plan and implement programs and initiatives for recruiting, training, and retaining volunteers in strategic positions to support Exodus' work. The Volunteer Coordinator will also oversee the Intern Program that interfaces with all Exodus programs and will track and manage volunteer data and reports.

### **Responsibilities:**

1. Conduct recruitment, screening, interviewing, training, and supervision of volunteers for the following key functions:
  - a. Co-sponsorships/Welcome Teams for newly arriving refugee cases;
  - b. English teachers and tutors to support our LCORE program;
  - c. One-time specific task helpers, such as apartment set-ups;
  - d. Front desk volunteers;
  - e. Mentor matches;
  - f. Volunteer groups to help sort and organize donations in storage or other special projects;
  - g. Interns.
2. Cultivate relationships with community colleges and universities for intern recruitment and new job postings.
3. Actively seek new co-sponsorship relationships with faith-based, corporate, and civic organizations.
4. Responds to potential volunteer and internship inquiries, including student project inquiries that have a service component.
5. Manage in a timely and professional manner all communication from volunteers.
6. Coordinate between staff and volunteers to meet needs of clients.
7. Manage volunteer data in Bloomerang database as well as oversee and seek to improve systems to monitor volunteer hours as well as evaluate performance.
8. Train other staff on how to work with and supervise volunteers and interns, stay updated about current staff volunteer needs, and helps staff identify new volunteer opportunities.
9. Track relevant volunteer data including: CWS reports, Match grant, development reports, volunteer appreciation mailings, etc.
10. Coordinate an annual volunteer appreciation event or activity and intern appreciation event(s).
11. Develop and maintain a retention and/or upgrade strategy for volunteers, including identifying prospects for donations, sponsorships, donation drives, event invitations, board service, etc.
12. Attend community and outreach events on behalf of Exodus to help recruit volunteers and interns and take part in speaking engagements on behalf of the agency.
13. Assist with other outreach and communications tasks as needed.
14. Participates in Exodus staff trainings and development activities.
15. Participate in weekly Exodus staff meetings.
16. Participates in emergency and airport week on a rotating basis with other staff.
17. Perform other duties as may be required by the supervisor.
18. Reports to Resettlement Director.

### **Position Criteria:**

- Must have a bachelor's degree and have experience in human services or public affairs.
- Must be comfortable in intercultural environments and working as part of a team.
- Must possess excellent written and oral communication skills, customer service abilities, organization, and ability to be flexible and creative.
- Must be able to work occasionally outside of normal business hours.
- PC proficiency, competent with Word, Excel, and PowerPoint.
- Preferably experience in non-profit or social services work.
- Fluency in a language in addition to English a plus.