

Department	Programs
Job Title	Volunteer Coordinator
Reports to	Manager of Programs-Traditional

Travel Required ✓ 25% Local	Type of position: ✓ Full-time, Non-Exempt	Hours: ✓ 40+ hours Scheduled evening and weekend events (15-30% of schedule)
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GENERAL POSITION DESCRIPTION

The Volunteer Coordinator is responsible for executing volunteer engagement efforts for CLD through strategic recruitment campaigns and corporate and community-focused partnership development. The role requires recruiting, training and managing groups of volunteers, as well as individual members of a volunteer organization. Specifically, the Volunteer Coordinator is responsible for recruiting 150 volunteers per year to support the implementation of college and career readiness programs for African American students. They are also responsible for helping to coordinate and lead 6 community events with 50 volunteers per year. The Volunteer Coordinator will work closely with program coordinators and development staff to help support their activities and efforts through volunteer recruitment and management.

This role assists in achieving CLD’s performance metrics and other quality indicators established for this position. It is essential the person in this role have excellent communication, strong organizational skills, knowledge of Black youth opportunities and challenges and can speak to how CLD can help youth and families address these challenges.

ROLES & RESPONSIBILITIES

Volunteer Recruitment and Retention

- Recruits, interviews and places applicants for volunteer work.
- Develops and maintains relationships with other volunteer organizations within the area.
- Informs and supports comprehensive, strategic, recruitment campaigns using CLD website, social media and targeted email outreach to make new contacts; work collaboratively with the Development department.
- Works with Marketing staff to publicize opportunities for volunteers.
- Identifies community outreach opportunities such as fairs, festivals, local markets and organizations to attend and recruit volunteers.
- Represents CLD at local, regional and national volunteer recruiting events.
- Hosts and attends recruiting events within the community to attract qualified candidates.
- Organizes and implements Open House Events that attract new and returning volunteers.
- Organizes and executes partnership opportunities with corporations.
- Schedules and conducts facility tours for CLD when a party has expressed interest in volunteering.

- Works with large groups who are interested in volunteering, serving as a point of contact for all parties.
- Conducts informational sessions prior to volunteer events.
- Matches volunteers to opportunities that suit their skill sets, and ensure they understand their responsibilities and receive the proper training.
- Conducts and/or arranges volunteer orientation and training.
- Leads on the job training of volunteers to ensure that individual volunteers feel comfortable with their placements and fully understand their responsibilities.
- Supervises and maintains communication with existing volunteers, acting as the main point of contact for volunteer communications including emails, newsletters, and mailings.
- Confers with volunteers to resolve grievances and promote cooperation and interest.
- Organizes volunteer recognition programs and special events.
- Manages the execution, direction, and coordination of volunteers for special events like the Indiana Black Expo, College Prep Conference and other one-day events.

Office and Administration

- Works with staff to identify and develop a schedule of volunteer opportunities.
- Ensures volunteers are staffed to support the various areas of operations, to include visitor service areas and special events. Survey staff regularly to assess needs for volunteer assistance.
- Recommends the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations.
- Works proactively with staff to provide accurate information and assistance to volunteers.
- Develops and manages volunteer policies, procedures, and standards of volunteer service.
- Develops and maintains Volunteer Service Descriptions for each volunteer assignment.
- Evaluates all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate.
- Maintains database of volunteer information and skills, matching volunteers to opportunities that suit their skills.
- Maintains accurate records and provides timely statistical and activity reports on volunteer participation.
- Ensures Program Coordinators keep schedules and records of volunteers' work in Salesforce.
- Conducts tours as needed or requested.
- Works with HR, initiating education and criminal background checks.
- Remain current in general office technology, training volunteers to use office equipment when appropriate.
- Creates interest forms and other relevant documents. Works closely with Marketing staff to support the development of flyers and volunteer recruitment materials.

Organizational

- Develops, promotes and maintains a wide range of volunteer opportunities within the organization.
- Ensures the organization's purpose is conveyed to the public.
- Adheres to brand standards according to the graphics manual and brand guidelines.
- Maintains Monday.com project management recruitment efforts board.



CENTER FOR LEADERSHIP DEVELOPMENT

Cultivating Character / Empowering Youth / Enriching Community

- Complies with mandatory attendance at the following annual CLD events: Minority Achiever's Awards and Scholarship Gala, College Prep Conference, Indiana Black Expo, all Open Houses and all graduations unless instructed otherwise.
- Adheres to professional personal presentation following CLD dress code policy.
- May perform specialized activities in direct support of the accomplishment of organizational objectives and the CLD mission.

WORK EXPERIENCE AND SKILLS REQUIREMENT

- Minimum 2 years' experience in managing large volunteer programs or leading teams.
- Minimum 2 years of customer relationship management and database systems such as Salesforce and Donor Perfect.
- Knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers.
- Ability to work productively in an unstructured environment with frequent interruptions.
- Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations.
- Ability to work well with a diverse group of staff and volunteers.
- Organization and planning skills.
- Meticulous about keeping records.
- Proficient communicator (written and verbal).
- Strong record-keeping skills with attention to detail.
- Ability to keep confidential all personal information gathered through the application process.
- Ability to identify barriers and brainstorm solutions.
- General knowledge of the educational and support services systems accessed by students of color.
- Ability to speak with tact, diplomacy, and persuasiveness both in person and on the telephone.
- Familiarity with Monday.com project management web application.
- Ability to prepare correspondence with minimum direction.
- Ability to work well under minimal supervision.
- Prior success at executing projects in a timely manner and in achieving results on schedule.
- Proficient in Microsoft Office, Hootsuite, Twitter, Facebook, Instagram and Mailchimp.

ATTRIBUTES

- Communicator. Proficient verbal and written communication skills.
- Self-starter. Takes the initiative to not only identify a problem but work to solve it.
- Critical Thinker. Form reasonable judgments; provide evidence, reasons, or rationale for decisions.
- Team player. Works well independently, but recognizes the value of working with corporate management, employees, and the larger community.
- Flexible. Must be willing to learn quickly and respond to changing environments.
- Efficient. Able to multi-task, prioritize and manage multiple projects in a fast-paced, customer-oriented environment while being detailed and highly organized.
- Passion. Must be excited about the CLD mission, youth, and the communities we serve.
- Diplomatic. Effective conflict resolution skills.
- Character. Impeccable.



CENTER FOR LEADERSHIP DEVELOPMENT

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EDUCATION, LICENSES, CERTIFICATION REQUIREMENTS

- Bachelor's degree in Human Resources, Business, Education, Communication or an equivalent combination of education and experience and at least 3 years of experience from which comparable knowledge and skills can be acquired as necessary.
- CLD Self-Discovery/Career Exploration Project Alumni preferred.
- Valid Driver's License

PHYSICAL REQUIREMENTS/DEMANDS

- Required to travel as needed within Indianapolis and the suburbs of Indianapolis.
- Events require physical exertion, including lifting of boxes no more than 30 lbs., moving chairs and tables, loading and unloading supplies.
- Office and Administration work is generally sedentary labor, remaining in a stationary position for long periods of time, extensive computer usage and hand-eye coordination.
- Must have reliable transportation; mileage is reimbursed at IRS Standard Mileage Rates.
- Must be willing to work evenings and weekends throughout the year, accounting for approximately 15%-30% of the Volunteer Coordinator's schedule. All evening and weekend events will be scheduled well in advance and may vary week by week.
- Willingness to adjust hours to accommodate the needs of the job.

WORK ENVIRONMENT

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, printers, scanners, laminators and photocopiers.