

## **Title: Volunteer & Outreach Coordinator**

**Position Summary:** The Volunteer & Outreach Coordinator is responsible for coordination of volunteers and the successful implementation programs and activities to enhance volunteer participation. This individual should seek to maximize the potential of all volunteer interactions and ensure that volunteer engagements help further the mission of the organization. This position is also responsible for organizing all outreach opportunities, such as off-site adoption events, third party fundraiser or information events, tours of the facility by community groups (ie: Girl Scouts/Boy Scouts), and corporate/community volunteer groups.

**Supervisor: Deputy Director**

### **Examples of Duties and Responsibilities:**

- Recruits, trains, and schedules an appropriate number of volunteers to support the daily needs of the organization, including adoption and annual events, transport, and all other volunteer needs
- Restructure the volunteer program to meet the needs of the ARL
- Functions in an HR capacity to hire and fill ongoing volunteer positions within the organization
- Creates and builds volunteer teams to serve within ARL's various departments, including identifying potential team leaders
- Actively posts volunteer job openings and opportunities on social media platforms and volunteer management platforms
- Trains volunteers for efficiency, safety, compassionate/humane care, and overall high work quality
- Supervises volunteers and provides coaching and feedback as necessary on job performance
- Handles all complaints and concerns regarding volunteer performance, including terminating volunteers when necessary
- Creates and maintains the volunteer events calendar
- Creates and supervises orientation process
- Oversees and maintains all volunteer records in Volgistics
- Tracks and provides volunteer metrics to executive staff when needed
- Partners with various department managers to plan activities for large groups of volunteers
- Plans and conducts annual volunteer recognition events
- Attends community events to promote volunteering at ARL and recruit new volunteers
- Coordinate all outreach events by communicating with event/group representative via phone and/or email to schedule day/date/time of event, the expectations of the group, and preparations of the ARL.
- Provide Marketing Director with information on applicable events for marketing on website, social media and e-news.
- Work with Animal Care Managers & Foster Coordinator to choose animals to attend events.
- Attends weekly manager meetings
- Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance. Promotes a humane and caring attitude toward all animals
- Always maintains a friendly demeanor and provides excellent customer service while working with our clients, volunteers and staff
- Be knowledgeable of ARL's other departments and standard operating procedures
- Other duties as assigned

**Qualifications:**

- Supervisory experience a plus with a demonstrated ability to direct, lead, delegate, problem solve and offer support
- Able to work well under pressure, in emotionally charged situations and handle confrontation politely and professionally while finding a solution
- Ability to positively interact with colleagues, coworkers, and community members from widely varied backgrounds with integrity and honesty throughout all facets of the position, maintaining confidentiality at all times
- Ability to excel in a fast-paced, often high stress environment, multi-tasking and attention to detail is a must
- Treats animals and people with respect, considering all individuals as potential collaborators with something to offer
- Is able to be discreet and confidential in a variety of situations
- Excellent written and verbal communication skills; bilingual preferred; is a people person and a team player
- Possesses a love of animals and is able to interact with them in a calm, non-threatening manner
- Strong computer skills including typing, email etiquette and use of internet search tools
- Familiarity with dog and cat breeds, animal descriptions, and animal sheltering community is a plus

**Work Environment:**

- Exposure to odors and airborne particles including animal fur and toxic chemicals
- High levels of noise
- Department Hours of operation between 8am and 8pm seven days a week, flexible work hours may be required (including holidays, weekends, and overtime)
- Physical requirements include being able to withstand prolonged periods of sitting or standing; lifting or moving up to 35 pounds.

**Overtime:** This position is exempt from overtime.

Full-time, exempt, competitive salary, education opportunities, plus benefits, including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan. Will require nighttime, weekend and holiday work.

**Note:** This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

*Animal Rescue League is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.*