



## Bridges of Hope Position Description

**Title: Volunteer Coordinator**

Hourly/Non-exempt position

**Benefits:** Cafeteria 125 Plan; Employer matches up to 3% of employee's salary in a SIMPLE IRA plan (eligibility after one year of employment). Employer offers 10% discount at Common Goods; Employees accrue paid sick & vacation time in addition to 9 paid holidays. (Subject to eligibility thresholds.)

**Location:** Bridges of Hope Human Services (Primary); Common Goods Baxter & Crosslake (Secondary)

### **Position Summary**

The purpose of this position is to coordinate the volunteers for Common Goods and Bridges of Hope. The Volunteer Coordinator will work closely with the Executive Director and the two Retail Managers to implement and maintain a robust volunteer program for the organization.

### **Specific Responsibilities and Expectations**

#### **Volunteer Program Coordination (60% of time)**

- Consult with staff to determine the organization's need for various volunteer services.
- Maintain current list of volunteer activities and/or position descriptions.
- Assist with interviewing, screening, and placing volunteers in appropriate activities.
- Prepare appropriate volunteer training and procedure manuals; process new volunteer paperwork and annual updates.
- Assist Director and store Managers with volunteer orientation, training & retraining, and performance reviews.
- Schedule volunteers according to current needs at each site; manage scheduling software.
- Serve as point-of-contact for volunteers regarding scheduling, absences, and other communication.
- Assist Director and store Managers with frequent volunteer recognition and thanks through a variety of channels (notecards, phone calls, small gifts, public recognition, etc.).

#### **Public Relations & Volunteer Recruitment (30% of time)**

- Identify, contact, and speak to community groups, service clubs, churches, businesses, and others to explain the organization's activities & recruit potential volunteers.
- Schedule speaking engagements for Director and store Managers for same purpose.
- Follow up on volunteer leads and inquiries from events, speaking engagements, website, and other sources.
- Craft regular materials for press releases, blog posts, etc. to recognize volunteers.

#### **Events & Special Projects Support (5% of time)**

- Assist fundraising committees in volunteer recruitment & management for events.
- Assist Director and Managers with annual Volunteer Recognition Event.

#### **Other duties as assigned (5%)**

### **Education & Experience Requirements:**

Bachelor's Degree; plus two to three years of experience related to volunteer recruitment & management highly preferred.

**Reports to:** Executive Director and Store Managers

**Direct reports:** None

**Bridges of Hope's Mission:** *To build bridges of support, anchored in Christ's love, between families in the Lakes Area and the community assets that can help them thrive and gain hope.*