Title: Volunteer Coordinator

Reporting Relationship: Shelter Manager

Status: Part-time, Hourly, Non-exempt (15-20 hours/week, fluctuates throughout the year)

Location: 1149 New Mill Drive, Chesapeake, VA 23322 (primary)

312 Battlefield Blvd N., Chesapeake, VA 23320 (secondary)

Timeframe: *The start date for this position is expected to be early August 2024. This will allow for a little overlap with our current Volunteer Coordinator for training purposes.*

Summary

The Volunteer Coordinator is responsible for carrying out a dynamic volunteer program including recruiting, training, managing, and motivating volunteers for all Chesapeake Humane Society (CHS) programmatic, administrative, and fundraising needs. The incumbent is also responsible for building strong community relationships through outreach events and small fundraising events.

Duties and Responsibilities

Volunteer Program

- Recruit, train, manage, and motivate volunteers to include
  - Recruit and retain dedicated volunteers to provide support for CHS's programmatic, administrative, and fundraising needs
  - Recruit volunteers for special projects as needed
  - Conduct regular volunteer orientations that are informative, engaging, and interactive
  - At the guidance of the Leadership Team, coordinate with appropriate staff members or lead volunteers to provide training for volunteer roles with the goal of growing volunteers' experience and engagement with the organization
  - Coordinate volunteer groups to support the mission
  - Focus on volunteer retention, create positive ongoing relationships, and deepen volunteer engagement
  - Nominate and recognize (formally and informally, internally and externally) volunteers for special recognition
- Assist managers and coordinators in each department to fulfill volunteer needs, including but not limited to, shelter, foster, clinic, crisis boarding, fundraising programs
- Share insight and information with the Development Director regarding stated or prospective philanthropic intentions of individual or corporate volunteers
- Maintain volunteer database and volunteer section for website
- Participate with groups in the community such as Volunteer Hampton Roads to further develop our volunteer program

Community Outreach & Events

- Represent the organization at community events and third-party fundraisers, including

planning, staffing, setting up, breaking down, and following up
- Seek advantageous partnerships with corporations, vendors, and individuals
- Uphold guidelines for participation and partnership with constituents in the community for outreach and fundraising opportunities
- Assist the Development Director in managing third-party events according to CHS's third-party fundraiser guidelines
- Seek opportunities to promote the organization at community events and in the media
- Increase awareness of CHS's mission and programs offered
- Assist with sponsorship solicitation, monetary and in-kind support

Other Duties

- Contribute to social media content, website content (calendar and blog), e-blasts, and newsletters as appropriate
- Contribute and maintain internal events calendar
- Communicate with Database Coordinator (Executive Assistant) to maintain accurate records in the donor database
- Assist with budget planning for the volunteer program and the outreach program; monitor revenue and expenses throughout the year, providing timely reports
- Assist with data entry for donor database as needed
- Assist with distribution of flyers and educational materials
- Participate in team meetings
- Provide monthly board reports and attend board meetings as requested
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Uphold and embrace CHS's Workplace Culture Agreement in all aspects of work
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Perform other duties as necessary

Skills and Educational Requirements

- High school diploma or equivalent
- One to three years related nonprofit fundraising experience and volunteer management experience strongly preferred
- Experience with volunteer software preferred
- Confidence using computer systems and learning new software
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Strong written and oral communication skills
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

Physical and Time Demands

- Flexible working hours including evenings and weekends - regular schedule except around events and certain campaigns
- Ability to work in a fast-paced setting with distractions
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 25 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS transport van (Dodge Sprinter)

Salary and Benefits

- $16.00 - $18.00/hour, depending on experience
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Simple IRA Plan with up to 3% organization match
- Professional development and continuing education opportunities
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

To apply, submit a cover letter, resume, and professional references to director@chesapeakehumane.org. Please include the position title in the subject line.