



Position Summary:

The Volunteer Coordinator manages the FHS Volunteer Program in a manner that enriches the lives of people and animals while maximizing their potential, by recruiting, training, supervising and retaining dependable volunteers. This individual works cooperatively with other staff members to connect FHS needs with volunteers by coordinating volunteer roles for the adoption center, intake facility, events, and projects throughout the year.

Essential Functions and Job Responsibilities:

1. Develop policy and procedure materials
2. Conduct orientations and recruitment sessions
3. Train volunteers
4. Provide ongoing supervision of volunteers including additional training as needed, coaching, and motivating
5. Develop retention and recognition programs
6. Arrange for adequate coverage for each volunteer shift at each location
7. Work with the Events Department to provide volunteer coverage for off-site events as needed
8. Maintain a database of volunteers' information
9. Track volunteer hours and submit a monthly report detailing statistics
10. Recruit and coordinate volunteer and staff roles at annual events (Mutt Strut, Fur Ball, Volunteer Picnic)
11. Coordinate opportunities for youth volunteers and groups
12. Make decisions during emergency situation
13. Educate guests about FHS programs
14. Utilize the functions of Volgistics Volunteer Management Software
15. Other functions as determined by Leadership

Competency, Skills and Abilities:

1. Excellent customer service skills
2. Ability to work independently and with a team
3. Strong analytical and problem solving skills with attention to detail
4. Excellent verbal and written communication
5. Proficient computer skills and knowledge of Microsoft Office
6. Project management experience
7. Ability to prioritize and manage multiple projects

Education and Experience Requirements:

1. Minimum of a Bachelor's Degree in Animal Science, Non-Profit Management, Business Management or related field
2. May substitute additional related experience, above and beyond what is required, on an equivalent year for year basis in lieu of the degree requirement
3. Minimum of 1 year experience in management/leadership role
4. Valid driver's license

Physical Demands and Work Environment:

1. Must be able to bend, stoop, stretch, stand and sit for extended periods
2. Ability to perform repetitive motions of wrists, hands and/or fingers due to extensive computer use
3. Work environment may be stressful at times, as overall center activities and work levels fluctuate
4. Excellent ability to communicate both verbally and in writing
5. Ability to utilize a personal computer and other office equipment
6. Must be able to lift 40 pounds as needed