



JOB DESCRIPTION

GENERAL INFORMATION:

Position Title	VOLUNTEER PROGRAMS COORDINATOR
Reports to	EXECUTIVE DIRECTOR
Document History	Created 2019 08 14

POSITION FUNCTION:

The **VOLUNTEER PROGRAMS COORDINATOR'S** primary responsibility is to provide assistance with the oversight of the volunteer and community engagement programming. Duties include working closely with the Management Team and Staff to ensure annual targets are met, assist in ensuring the smooth functioning of the programs, and participate in the improvement of the programs. This a contract position at 32 hours per week to December 31st 2019, with the possibility of renewal.

QUALIFICATIONS

- Post-secondary education in a related discipline
- Certificate in Volunteer Management an asset
- Minimum 2 years of administrative support experience
- Minimum 3 years' experience in customer service or donor relations
- Or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job
- Personal volunteer experience
- Meticulous records maintenance
- Ability to work individually as well as part of a team with minimal supervision
- Ability to effectively communicate both verbally and in writing
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Ability to maintain professional composure and a positive, enthusiastic attitude
- Possess strong organizational and time management skills
- Proficient in Microsoft Office programs (including Word, Excel, and Outlook), and Volunteer Database Software

DUTIES AND RESPONSIBILITIES:

- Assess and meet QHS volunteer needs through the recruitment, placement and retention of volunteers including scheduling and performing volunteer interviews, training and recognition
- Perform department administrative duties including filing, scanning, processing, creating or editing correspondence and documents; maintenance of volunteer material and electronic resources
- Improve functioning and reporting through volunteer database by keeping accurate and up to date records
- Responsible for running reports, and ensuring compliance in the volunteer database
- Enlist and support volunteers engaged in special events
- Monitor the volunteer email account and respond in a timely and appropriate manner
- Assist with setting up and running Corporate groups and Educational tours as needed
- Follow-up with new volunteers after their first shift
- Support internal and external volunteer recruitment/recognition communications including volunteer promotion on the monthly bulletin
- Act as a representative of the Quinte Humane Society
- Ability to work hands on with a variety of animals and demonstrate tasks to volunteers



4-Sep-19

- Attend and participate in workshops, seminars, and in-service training to further education, skills, and training
- Be aware of and work within the regulations of all Quinte Humane Society policies and protocols
- Work in compliance with the provisions of the OSHA and its regulations, including understanding and adhering to the requirements of the Health and Safety Manual, and any other rules and regulations established by the Quinte Humane Society
- Work cooperatively with all volunteers and recognize the talent and commitment they bring to the Society
- Other Duties as required in the day to day operation of the Society

WORK CONDITIONS:

- Flexible hours, some evenings and some weekend events required
- Operation of desktop computer
- Extended periods of sitting, repetitive clerical tasks
- Interaction with volunteers, employees, management, and the public
- Working in a busy office environment with frequent interruptions
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20 – 50 pounds) and some combination of climbing and balancing to include stooping, kneeling, crouching, and crawling
- Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal bites, disease, pathogenic substances, or rude/irate customers

JOB DESCRIPTION SIGNATURES:

VOLUNTEER PROGRAMS COORDINATOR: _____ Date: _____

EXECUTIVE DIRECTOR: _____ Date: _____