



## Fellowship Square

### JOB DESCRIPTION

**Job Title:** Volunteer Coordinator  
**Department:** External Relations  
**Reports To:** Director of Development  
**Status:** Full-time, Exempt

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a full time, day shift but the Volunteer Coordinator may need to work varied hours to include nights and weekends, as business needs dictate during peak time.

#### Summary of Position:

The Volunteer Coordinator's main responsibility is to recruit and manage volunteers (individuals and groups) for Fellowship House activities. They are responsible for Fellowship Square's volunteer program and in-kind donation program. The Volunteer Coordinator will assist the Director of Development with communications, marketing, events, and other fundraising initiatives. The coordinator will provide support for website updates, social media posts, donor communications and the fundraising database. The volunteer coordinator may assist with grant writing and preparation as required. The Volunteer Coordinator will provide administrative assistance to the Director of Development as needed.

#### Principle Duties:

- Embodies the values and core competencies of the organization at all times and positively promotes the organizational culture
- Supports all internal team members and departments in accomplishing the organization's mission, vision, and goals.
- Assists the Director of Development to accomplish departmental goals.
- Manages volunteer programs; including recruiting, training and communication with individual volunteers and groups, and works to develop volunteer opportunities to meet residents' needs and Fellowship Square strategic goals
- Develops and fosters strong relationships with community partners/stakeholders to promote Fellowship Square volunteer opportunities
- Serves as representative for external events, appearances, and presentations about FS, programs, and initiatives
- Works with Development Director to set program goals, track progress, and provide regular reports to Executive Director
- Promotes and markets volunteer opportunities via social media, email marketing, and direct marketing
- Assists in creation of production of collateral materials promoting FS volunteer opportunities
- Creates and maintains master list of volunteers (individual and groups) and community partners
- Track hours of volunteer groups and individuals; produce reports as needed
- Track individual volunteer activities in donor management software
- Assist with volunteer recognition activities, awards, and events
- Update website with pertinent information related to volunteer opportunities
- Promote volunteer opportunity information to community calendar postings and other free online listings
- Assist at all community outreach events
- Provides volunteer orientation
- Provides recognition to all volunteers through events, letters or newsletter highlights
- Recommends policies and procedures that follow best practices
- Conducts prospect research for potential funders

#### Fundraising and Marketing Support

- Directs daily database operations to ensure the integrity of donor and prospect information. Serves as lead on Data management, specifically: enters donor information into database ensuring information is accurate and meets the needs of the department and other users. Tracks contact with donors and prospects in database to ensure that all profiles are comprehensive and current.

- Produces donor thank you letters each week for signature and mailing
- Assists with prospect research, data collection, and development of background information for grant proposals
- Assembles grant requests for submission including letters, proposals, budgets, and presentations
- Assists with adherence to grant timelines to ensure timely submission of letters of inquiry, proposal deadlines and reports
- Proofreads official documents and marketing/fundraising materials as needed
- Maintains online accounts for GuideStar, Great Nonprofits and other third-party vetting agencies in which FS participates
- Monitors assigned web pages, such as Board lists, and makes updates as needed
- Provides on-site event assistance as needed

### **Position Specifications:**

#### **Essential Use of Following Tools:**

- Strong proficiency with Microsoft Office Suite
- Strong proficiency with social media (Twitter, Facebook, Instagram, LinkedIn)
- Office Equipment: Phone system, Copier/Fax/Scanner etc.

#### **Essential Training/Certifications:**

- Bachelor's degree in Business, Marketing or related area preferred.
- Minimum 1-3 years Volunteer recruitment and managerial experience required
- Minimum 1-3 years marketing experience preferred
- Previous nonprofit experience is preferred
- Fluency in at least one other language preferred

#### **Essential Skills/Knowledge:**

- Strong organizational skills and attention to detail is critical
- Significant communication skills (written, verbal and non-verbal formats); showcasing clear and concise manner
- Strong presentation and group facilitation skills
- Displays strong ability of comfortably speaking to diverse audience of different sizes in a charismatic, engaging way
- Ability to learn computer software programs, and enter and maintain accurate data/information in appropriate platforms
- Time management skills
- Ability to follow through on competing projects and meet deadlines
- Well-developed sense of member/client service; builds strong business and stakeholder relationships
- Showcases strong problem-solving skills, presenting solutions, presents new ideas and thoughts to support goal achievement
- Strong time management skills; establishes and/or seeks out essential priorities when tasked with multiple projects
- Strong interpersonal and diplomacy skills
- Considerable people management skills; capable of acting as leader and advisor
- Demonstrative abilities in collaborative team building and consensus
- Ability to work as part of a team and to work independently; a self-initiator, versatile and assumes risk with responsibility

#### **Essential Competency/Behavioral Requirements:**

- Must be able to work as an integral part of the Fellowship Square Team
- Must be able to understand the importance of the position for the success of the business
- Displays mature demeanor, common sense, and good judgment
- Be on time and with a minimal amount of absence
- Possesses common sense and intuition; anticipates well
- Creative thinker, innovative
- Demonstrates compassion for people
- Friendly, engaging, cheerful with a "How Can I Help?" attitude
- Collegial, with the ability to maintain a good rapport with all departments
- Must be able to cope within a fast-paced work environment; perseveres with tenacity
- Must be able to manage multiple projects with minimal supervision; separating mission critical from the non-strategic
- Must be fearless in tackling issues and challenges as they arise; doesn't avoid confrontation
- Ability to accept change and be flexible; focusing on action and outcomes

- Must be able to act with honor, character and integrity

**I have read and received a copy of my job description. I understand that it is not all encompassing and may change with or without prior notice. I certify that I have all of the above certifications/training. I certify that I am capable of fulfilling all skills/knowledge and physical requirements, either with or without a reasonable accommodation.**

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**Print Name**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date**

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*