

Volunteer Services Coordinator

DEPARTMENT: Human Resources

REPORTS TO: Manager, Human Resources & Volunteer Services

FLSA STATUS: Non-exempt

LOCATION: Northfield, IL

PT/FT: Part-time, 4 days/week

SUMMARY: The **Volunteer Services Coordinator** performs a variety of administrative duties to support the operations of Volunteer Services and coordination of select volunteer programs.

Volunteerism dates back to North Shore Senior Center's founding in 1956. Whether behind the scenes, interacting with members and guests, or out in the community, volunteers play a pivotal role in our operations and success. North Shore Senior Center is home to roughly 300 volunteers who contribute their time and talents to making a difference in the lives of older adults throughout our community.

DUTIES AND RESPONSIBILITIES:

- Promotes and advertises all volunteer opportunities for the Center and responds to all volunteer inquiries; recruits, interviews, completes reference and background checks, tracks data, and communicates with internal staff to successfully place volunteers as needed. Works with staff to identify new and changing needs for volunteers and creates new volunteer positions.
- Builds relationships and promotes positive volunteer relations by handling requests for information efficiently and accurately and by providing excellent customer service. Fosters a sense of community among volunteers.
- Communicates current policies and procedures accurately and clearly to volunteers.
- Maintains volunteer records both in paper and electronic formats.
- Responds to inquiries about Escorted Transportation Service (ETS); conducts driving record checks; coordinates the service as needed, compiles monthly statistics; bills clients.
- Coordinates project management of Life Stories, Intergenerational Programs, Lending Library, AARP Tax-Aide, and other volunteer programs, as assigned.
- Responsible for volunteer-related communications, including internal and external print and electronic advertisements and publications, including volunteer services newsletter.
- Tracks volunteers' time, communicates importance of tracking time to volunteers, and maintains overall volunteer service hour data for the organization.
- Organizes volunteer recognition events throughout the year and collaborates with others on all volunteer-related events, as needed.
- Tracks Volunteer Services statistics and ability to provide reports and/or data as requested.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises volunteers within select Volunteer Services programs.
- Under the oversight of the Manager of Human Resources & Volunteer Services, responsibilities include interviewing and hiring volunteers organization-wide; training, planning, assigning, and directing work for various volunteer programs under Human Resources department; appraising performance; rewarding and disciplining volunteers; addressing complaints and resolving problems related to volunteers organization-wide; works with staff to reassign/terminate volunteers when assignment is no longer appropriate; conducting exit interviews with volunteers leaving program.

QUALIFICATIONS:

- High school diploma or general education degree (GED)
- Bachelor's Degree (BA) from four-year college or university, preferred
- Computer skills required: Microsoft Office Suite and Constant Contact; prior experience with Raiser's Edge, preferred
- Other skills required:
 - At least two to three years' experience working in a nonprofit, with volunteers or older adults
 - Passion for working with the older adult population and for volunteerism
 - Excellent interpersonal, listening, written, and verbal communication skills
 - Proven ability to develop strong professional relationships with a variety of constituents
 - Excellent organizational skills; ability to work effectively and maintain composure despite frequent interruptions from volunteers and members
 - Experience in and ability to maintain detailed and confidential written and electronic data in an accurate and timely manner

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.