Title: Volunteer & Community Resources Coordinator
Department: Development
Supervisor: Director of Volunteers & Community Resources
Hours: 40 hrs. / Week

Job Summary
The Volunteer and Community Resources Coordinator will assist in coordination and implementation of the volunteer efforts for all of Share’s programs. This includes overseeing current volunteers, recruiting new volunteers, clerical and reporting requirements for the volunteer department, and orientation and training of volunteers. In addition, the coordinator will assist the Director of Volunteers and other Program Directors in identifying, procuring, acceptance and distribution of items needed for the operation of Share’s programs. This position involves working with church groups, youth groups, school programs, civic organizations and businesses who are interested in supporting the programs offered through Share.

About Share
• Share’s Mission Statement: Share believes every person counts. Together we pursue a stronger community by building relationships, advocating for equitable access to housing and food stability while empowering every individual to grow and thrive.
• Share’s commitment to diversity, equity, and inclusion: To promote a culture of diversity, equity, and inclusion for all staff, volunteers, and clients at Share by identifying strengths, issues, and opportunities within the agency. Using an inter-sectional approach with a focus on racial inequalities, collaborative education will be used to support necessary growth and change.
• COVID-19 protocol: Share follows the guidance of the governor and makes the safety of its employees the top priority by providing PPE and supporting physical distancing practices. Masks are expected to be worn by all staff and volunteers while operating a Share program. Proof of COVID-19 vaccination or weekly testing is required for this position.

Who You Are
• You have been commended for being a team player, welcoming, supportive, and friendly.
• You can juggle multiple projects and prioritize them appropriately, all while providing excellent customer service.
• You enjoy building positive relationships with your co-workers and will cheerfully help those who visit your office.
• You understand how valued volunteers and donors are to a non-profit organization.

Summary of Essential Job Functions and Responsibilities

Volunteer Support
• Respond to a high-volume of volunteer inquiries via phone calls, email, & website daily
• Assist in recruiting, scheduling, & training of volunteers and groups for all events and programs
• Assist in database management and volunteer application processing
• Attend in person & virtual resource/volunteer fairs, networking opportunities, and other events
• Post current volunteer opportunities in online forums such as Volunteer Match, Give Pulse, & Just Serve
• Lead volunteer groups for special projects and events
• Meet volunteers and staff off-site for orientations, coaching, and check-ins 1-2 times weekly

In-kind Resource Development
• Respond to a high-volume of in-kind donation inquiries via phone calls, email, & website daily
• Maintain in-kind donor records with weekly data entry
• Assist in coordinating resource needs for clients and staff by procuring items that are most needed in the Donation Warehouse
• Coordinate and promote donation drives in the community for food and items as needed through Share’s Stock Our Shelves program, including Share’s Meal Appeal, the Seats & Feets campaign, Every 28 Days, and other targeted campaigns as needed/directed
• Coordinate the Wish Tag / Wish List program for Share’s Holiday Cheer Program
• Support the Program Assistant in overseeing Warehouse Open Hours for donation drop-offs, Tuesdays 10-12 and Thursdays 1-3

Special Events
• Work with Director of Volunteers and Development Team on tasks and responsibilities associated with the Annual Gala, Soup’s On, Spring Baskets, Back to School, and Holiday Cheer programs.

Other
• Post volunteer and in-kind donor stories through words and photos on Share’s social media accounts, as approved by the Director of Community Relations
• Cross train with the Meal & Nutrition Programs Manager for the Backpack Program and Hot Meals Program, and provide support when coverage is needed
• Provide support and backup to the Development Department, such as assist in opening daily mail, brainstorming meetings, and donor engagement
• Perform other related duties as assigned
Minimum Requirements

- High School Diploma required. Bachelor’s Degree preferred or equivalent experience.
- Working knowledge of all Microsoft Office programs (including Word, Excel, Outlook and PowerPoint) or ability to learn.

Abilities Required

- Requires the demonstrated ability to perform the job as outlined. Must be reliable and conscientious in carrying out assigned duties.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills.
- Requires the ability to work independently and on a team.
- Excellent time management skills, including the ability to track and meet deadlines.
- This position participates in public fund-raising events and must be able to organize many details as well as participate in these events. Some weekend and evening events will be required.
- Must be able to lift up to 50 pounds.
- Must be able to sit at a computer for extended periods of time.
- Must be able to stand on your feet for extended periods of time.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.