

## Volunteer Services Coordinator

Reports To: Volunteer Services Manager

Classification: Full Time

### **Position Summary:**

The Volunteer Coordinator plays a pivotal role in ensuring an exceptional experience for all volunteers at Sussex County Habitat for Humanity (SCHFH), from their initial expression of interest, through their volunteering hours, and beyond. To achieve this, the coordinator assists the Volunteer Services Manager in crucial areas such as volunteer recruitment and retention, crafting the ideal volunteer experience, and providing administrative and operational support.

### **Primary Responsibilities:**

#### ***Volunteer Experience:***

- Above all, the Volunteer Services Coordinator focuses on creating an exceptional experience for all volunteers from the moment they express interest in SCHFH, during their volunteer hours, and beyond.
- Support the site supervisors on build sites as the first impression, greeting and checking in volunteers, and leading opening and closing ceremonies.
- Coordinate arrival and departure of volunteer groups and act as the primary point of contact for overnight volunteers.
- Implement and manage effective systems so that volunteers receive proactive communication well in advance.
- Ensure prompt, accurate, friendly communication with volunteers before, during and after volunteer hours
- Carry out volunteer recognition efforts quarterly and as needed
- Implement volunteer feedback process to achieve continuous improvement
- Engage in volunteer and staff training activities as needed and lead build day discussions
- Recruit for, plan, and execute theme builds such as Pride Build, Women's Build, corporate builds, and sponsorship builds.

#### ***Volunteer Recruitment and Retention:***

- Execute the volunteer recruitment plan, by making phone calls, visiting sites, and attending community events to build relationships and recruit new volunteers
- Collaborate with leadership team to determine volunteer needs and carry out recruitment plan accordingly
- Re-engage past volunteers after their experience and at key milestones to encourage volunteer retention
- Collaborate with Volunteer Services Manager to improve policies and procedures based on volunteer feedback

- Observe best practices across volunteer related activities, and report feedback to Volunteer Services Manager.
- Track data accurately and promptly in order to provide insight into volunteer trends for the Volunteer Manager to review
- Build relationships with key volunteers in order to solicit transparent feedback and peer volunteer recruitment.

#### **Knowledge, Skills and Abilities:**

- 1-3 years of experience in a relationship critical role such as customer service, hospitality, community outreach, or volunteer engagement
- Desire to work as part of a team and willingness to promote the principles and views of Habitat for Humanity.
- Desire to contribute to a culture which embraces diversity, equity and inclusion.
- Ability to welcome, encourage, and support staff and volunteers from diverse backgrounds with varying degrees of experience.
- Excellent communication and presentation skills, both written and verbal
- Strong listening and relationship building skills to ensure a volunteer-centric experience
- Ability to adapt and connect with a wide range of personalities, people, and experiences.
- Demonstrates excellent interpersonal skills to establish, build, and maintain effective working relationships with colleagues, donors, community partners and volunteers.
- Strong attention to detail with an ability to follow systems, checklists, and processes accurately and on time.
- Proficiencies in Microsoft Office, G Suite, Zoom, Canva, etc.

#### **Work Environment / Physical Requirements:**

- Evaluation at 90 days, 1 year and annually thereafter.
- Job will balance between work in the community and administrative work in the office.
- Need to be able to stand for long periods of time and lift at least 25-50 lbs.
- Must have dependable transportation, a valid driver's license and a good driving record.
- Normal work week is Monday - Friday with frequent Saturday and evening activities.
- Normal 8 hour shifts will fall between 8AM – 4PM. Availability outside the normal hours is a must during emergency situations, special volunteer initiatives, and welcoming volunteer groups upon arrival outside of normal business hours.

#### **How to Apply:**

- To apply, email your cover letter and resume to [apply@sussexcountyhabitat.org](mailto:apply@sussexcountyhabitat.org)
- Visit our website at [www.sussexcountyhabitat.org](http://www.sussexcountyhabitat.org) for additional career opportunities.