

## Volunteer Services Coordinator

Reports To: Volunteer Services Manager

Classification: Full Time

### **Position Summary:**

The Volunteer Services Coordinator is the welcoming, energetic first impression of Sussex County Habitat for Humanity (SCHFH) to volunteers. Schedule, greet, and provide exceptional hospitality for regular, first time, and travelling volunteers. Lead opening and closing ceremonies on SCHFH construction sites. Provide ongoing departmental support including recruiting and retaining volunteers, tracking attendance, logging hours and supporting operational and administrative efforts.

### **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.
- Ensure prompt, accurate, friendly communication with volunteers before, during and after volunteer hours.
- Support the site supervisors on construction 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.
- Work with Volunteer Services Manager to carry out volunteer recognition activities.
- 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.
- Normal work week is Monday - Friday with frequent weekend 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.
- Ability to pass a criminal background check.
- Must possess a driver’s license and a clean driving record.

**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.

**Equal Opportunity Employment**

Sussex County Habitat for Humanity is an Equal-Opportunity Employer. SCHFH will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. SCHFH will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.