

Volunteer Services Coordinator

Reports To: Volunteer Services Manager

Classification: Full Time

Position Summary:

The Volunteer Services Coordinator serves as the welcoming and energetic first point of contact for all Sussex County Habitat for Humanity (SCHFH) volunteers. This role is responsible for scheduling, greeting, and providing exceptional hospitality to regular, first-time, and traveling volunteers. The coordinator leads opening and closing ceremonies on SCHFH construction sites and provides ongoing departmental support by recruiting and retaining volunteers, tracking attendance, logging service hours, ensuring site safety, and assisting with a variety of operational and administrative functions.

Primary Responsibilities:

Volunteer Experience and Engagement:

- The Volunteer Services Coordinator delivers a welcoming and meaningful experience for all volunteers, from initial inquiry through continued involvement. This role serves as a key point of contact and provides on-site and event-based support to ensure volunteers feel prepared, valued, and connected to the mission.
- Provide friendly, timely, and professional communication with volunteers before, during, and after their service.
- Greet, check in, and assist volunteers on build sites, including coordinating meals and supporting orientations and daily activities.
- Manage scheduling and logistical coordination for volunteer groups and serve as the primary contact for overnight volunteers.
- Support volunteer onboarding, recognition efforts, meetings, and training initiatives.
- Assist with coordinating and executing themed builds, corporate volunteer days, and community engagement events.
- Gather volunteer feedback and contribute to ongoing improvements in volunteer programs and processes.

Volunteer Recruitment and Retention:

- This role helps strengthen and expand the volunteer program through outreach, relationship management, and accurate tracking of participation.
- Conduct outreach through calls, community events, and partnerships to recruit new volunteers.
- Collaborate with the Volunteer Services Manager to implement recruitment and retention strategies aligned with organizational needs.
- Reconnect with past volunteers to encourage ongoing engagement and long-term involvement.
- Cultivate relationships with volunteers to promote retention, leadership development, and peer recruitment.
- Maintain accurate volunteer records and track participation to support reporting and program planning.

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, Zoom, Canva, etc.

Work Environment / Physical Requirements:

- Evaluation at 30 days, 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
- Visit our website at 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.