



Company: Verde Valley Habitat for Humanity

Position: Volunteer Services Coordinator

Employment: 20-25 hours per week with flexibility to work early mornings, evenings and weekends

Location: 737 S Main St, Cottonwood, AZ 86326

Direct Report: Director of Operations

Organization:

Verde Valley Habitat for Humanity (VVHFH) is a non-profit, inter-denominational Christian organization and homebuilder that was founded in 1995, as an affiliate of Habitat for Humanity International. VVHFH strives to build quality affordable housing for qualified low-income families in the Verde Valley, and is committed to the development of service programs and projects within the local communities.

Position Description

The Volunteer Services Coordinator (VSC) is responsible for recruitment, engagement, planning, and coordinating volunteers and volunteer efforts. The VSC will oversee and supervise all aspects of volunteer services and works under the leadership of the Director of Operations (DOO) and collaborate with Executive Director (ED), Construction Manager (CM), Director of ReStore Operations (DoRO), and VVHFH team members to ensure that volunteer needs of the affiliate are met and sustained in order to increase the impact and influence of the affiliate.

The VSC takes a leadership role in recruitment, processing, orientation, training, engaging, scheduling, coordination, appreciation, and retaining volunteers while providing a volunteer experience that is positive, productive and inclusive of all Verde Valley Habitat volunteers, including homeowners, construction, ReStore, committee, and office volunteers, corporate volunteer partnerships through the Team Build and Faith Build programs, and representing VVHFH in the community and participating in relevant community activities.

The VSC will also work in partnership with the other team members to support needs such as marketing, communications, executing social media strategies and campaigns, assisting with information collection and data entries into the constituent management software, fundraising activities, donor stewardship, donor communications, and other activities as

requested.

The VSC must possess excellent administrative, project coordination, organizational, communication, and interpersonal skills. The ideal candidate is committed to the Habitat for Humanity mission and the successful growth of VVHFH.

Major Responsibilities: The Volunteer Services Coordinator (VSC) reports to the Director of Operations (DOO) and interacts with the ED, BOD, VVHFH team members, volunteers, donors, sponsors, vendors, and affiliates. The Volunteer Services Coordinator will manage and oversee the volunteer services program.

Primary Responsibilities

- Implements programs and initiatives designed to recruit and engage volunteers
- Supports public relations and marketing communications to increase volunteer and donor participation in affiliate activities
- Responsible for monitoring volunteer program effectiveness and volunteer satisfaction including collaboration with VVHFH team members, through evaluation instruments leading to recommendations for program enhancement and improvement
- Collaborate with VVHFH team members to market and produce written informational and educational materials for volunteer outreach
- Respond to all volunteer inquiries
- Maintain volunteer information, statistics, and constituent database and provide support to the DOO to oversee the constituent management software and ensure ongoing accuracy of data collection
- Ensure that volunteer liability waivers are signed and filed annually
- Implement formal and informal volunteer and donor appreciation program
- Prepare and keep current role descriptions for volunteer positions
- Work with staff to handle volunteer concerns or issues
- Maintain Volunteer Handbook
- Runs the day-to-day duties of the volunteer program including maintaining volunteer schedules (engagement), recruiting, recognizing, and retaining volunteers.
- Works with all departments to meet all construction and non-construction related volunteer needs including events
- Coordinate activities for youth volunteers (High schools, Girl/Boy Scouts, etc.)
- Recruit, orient, and schedule site hosts
- Serve as VVHFH team liaison to all volunteers
- Collaborate with DOO, businesses, sponsors, faith organizations and others to secure Team Build and Faith Build volunteers and coordinate their build days with DOO & CM including lunch, photos, sponsor and donor benefits, to assist in cultivating and growing these relationships
- Assists in cultivating volunteers as donors
- Other responsibilities as assigned by DOO

PR/Marketing

- Collaborates with DOO and team members to develop content related to all volunteer, activities for communications including the newsletter, impact report, social media, and website
- Represents and promotes VVHFH through speaking engagements and other relevant opportunities as needed
- Participates in relevant community organizations that increase the visibility of VVHFH
- Coordinate volunteers for community events and special events
- Manages volunteer and donor recognition and assists in creating targeted recognition events
- Provides support and collaboration with VVHFH team members in volunteer and donor efforts for signature fundraising event(s), utilizing volunteers and relevant committees to facilitate events

Qualifications

- AA Degree, high-school diploma, or
- Two years' experience in the field of volunteer management or equivalent combination of experience, education, and training
- Personal volunteer experience
- Must be goal-driven, organized, results-oriented, and committed to the organization's goals.
- Must be an effective communicator and have demonstrated leadership skills in managing people
- Must work effectively as a team member and provide support to staff and volunteers from all races, faiths and backgrounds
- Enthusiasm, teamwork focused and strong customer service orientation
- Must be product quality, efficiency and cost-control minded
- Able to manage confidential information discretely and with tact
- Able to work with a diverse spectrum of people from a variety of faith, civic, business, cultural, and ethnic backgrounds
- Must have the ability to handle multiple projects and work in a fast-paced environment while remaining calm and positive
- Must possess the flexibility to respond to changing environments, priorities and assignments.
- Must possess flexible and efficient time-management abilities, have the ability to self-manage, meet deadlines, establish priorities and manage workloads
- Ability to effectively work with managers and employees at all levels and develop positive relationships and a productive culture
- Must be able to efficiently use Office365, Microsoft, Google, and learn other software programs VVHFH utilizes to manage volunteer information and activities
- Valid driver's license required and willingness to travel to affiliate worksite, meetings and activities

Candidate will also possess

- A high degree of integrity that garners the trust and respect of others
- The ability to self-manage, meet deadlines and establish priorities
- Flexibility to respond to changing environments, priorities and assignments
- Organizational skills, thoroughness, timeliness and an attention to detail
- The ability to successfully work under pressure while maintaining appropriate demeanor and professionalism
- Knowledge of digital marketing and social media
- The ability to work effectively as a team member with staff and volunteers

Salary/Hours: This is part-time, non-exempt position working primarily in a standard office environment and will require some additional early morning, evening, and weekend hours, as needed. Occasional travel is required. Salary \$16.00 - \$17.00 an hour and is commensurate with experience and education. VVHFH is an equal opportunity employer.

To Apply: Send resume and cover letter to tania.simms@vvhabitat.org, drop off or mail to Verde Valley Habitat for Humanity, 737 S Main Street, Cottonwood, AZ 86326.