

Job Description

Job Title: Volunteer Coordinator
Department: Operations
Salary Range:
Job Code: Non-Exempt
Reports To: Director of Animal Initiatives
Job Status: Full-Time
Revision Date: July 5, 2022

Essential Duties

Recognizing that volunteers are critical to HSWC's success, the Volunteer Coordinator (VC) will serve as the liaison between volunteers and the shelter. The AVM will work with other leadership to identify areas of growth for the volunteer program, new volunteer opportunities throughout the shelter, and facilitate direct engagement opportunities between staff and volunteers.

Tasks and Responsibilities

- Responsible for growing and managing all aspects of shelter's volunteer program.
- Develops volunteer related content and creates streamlined and HSWC branded messaging.
- Schedules and presents volunteer orientation and training programs. Trains and monitors volunteers who also lead programs.
- Recruits, screens, and onboards potential volunteers.
- Assists the Lifesaving Program in recruiting volunteer fosters.
- Trains and inspires volunteers to help further the mission of HSWC.
- Maintains volunteer personnel records in volunteer database and matches volunteers to appropriate jobs which meet the needs of the organization as well as the individual. Updates job assignments as necessary.
- Coordinates volunteers for offsite adoption events.
- Coordinates with development staff to determine appropriate volunteer jobs for special events. Coordinates with leadership to identify where volunteer help is needed and prepares work assignments.
- Creates and maintains both a digital and physical binder of volunteer roles, descriptions, and "how to" instructions for volunteers.
- Supervises volunteers in performance of duties providing them with regular feedback and special guidance when requested or required.
- Coordinates assignments for special segments of volunteers, including students earning SSL hours and individuals needing community service hours
- Schedules community tabling events, including monitoring them when volunteers are unavailable
- Works with leadership to identify projects for one-day group volunteers and ensures groups have everything they need to perform the requested work
- Creates and manages a regular and effective volunteer recognition and reward system
- Maintains working knowledge of a variety of everyday tasks that can easily be taught to volunteers

Necessary Knowledge, Skills, and Abilities

- High School Diploma or GED.
- 1 y. Supervisory and/or management experience required.
- Ability to work weekends, primarily Saturdays
- Ability to be trained in all aspects shelter operations to train volunteers
- Basic knowledge of animal breeds, animal health, sex and age of animals.
- Advanced interpersonal and communication skills, even in escalated situations.
- Works in a manner that reflects a safe environment for animals, the public, volunteers, and other employees.
- Working knowledge of managed admission shelter operations strongly preferred.
- Ability to work in a fast paced environment and to pivot if departmental directives quickly change based upon the situation.
- Ability to lead volunteers with kindness and positive energy.
- Ability to work with limited supervision and make decisions based on policy/procedures.

- Advanced computer skills.
- Excellent written and verbal communication skills
- Insurable driving record.
- Proof of rabies vaccination, positive titer in the last year, or willingness to receive pre-exposure rabies vaccine within 90 day introductory period.
- Basic understanding of animal care standards, the humane treatment of animals, and positive animal training philosophies.

Working Conditions

Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level in the work environment can be very loud. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. Computer usage.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.

In signing below, I verify that I have read the job description and understand the job tasks and duties.

Print Name

Date

Signature