

Job Description:



Coordinator

Responsible to: Executive Director

**Coordinator: Volunteer & Community Engagement
Position Summary**

To support growth in volunteer services and community engagement initiatives. Maintain the resource centre, provide reception, administrative services and support to staff, board, volunteers, member organizations and the Executive Director. Manage and grow volunteer advising and outreach services. Administer the Better Impact volunteer match software and maintain databases. Provide marketing and outreach services including online, written and oral communications. Provide support to VCR's in-house volunteer program and assist/organize events and celebrations.

Competencies Required

- a. At least 2 years' working in or with a non-profit organization with program and volunteer management experience.
 - b. Computer literacy - proficient with Office Suite, Excel spreadsheet/database management, internet and email.
 - c. Ability to create cooperative and productive working relationships with non-profit agencies, staff, board members and volunteers.
 - d. Team player with excellent interpersonal and communication skills.
 - e. Confident with social media tools and Wordpress website maintenance.
 - f. Organizational skills with ability to multi-task, organize and complete work independently and effectively, to prioritize tasks, and to work under pressure and to deadlines.
 - g. Friendly demeanor and enjoy working with individuals and groups from a wide range of backgrounds and cultures.
 - h. Event coordination skills and knowledge of fundraising practices.
 - i. A strong desire to make a difference in the community.
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Qualifications

- a. High school diploma with additional relevant post-secondary education or equivalent experience. Certificate in Marketing, Office Administration, Non-Profit Management and/or Volunteer Management is a strong asset.
- b. Knowledge of community resources and experience working with community agencies and non-for-profits.
- c. Good time management and organizational skills, demonstrated ability to be self-

- directed, well organized, able to prioritize and multi-task.
 - d. Friendly, personable, has a welcoming approach and is a team player.
 - e. Clear criminal record check.
 - f. Excellent communication skills including online, written and presentation.
 - g. Ability to foster and maintain positive working relationships.
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Work Environment (Equipment, Demands and Hazards)

- a. Office setting in Campbell River with occasional travel and activities off site
 - b. Professional appearance required, casual business attire
 - c. Work hours will be mostly Monday – Thursday between 10 – 2 and must be somewhat flexible, occasionally longer shifts or evening and/or weekend hours may be required
 - d. Valid driver's license and reliable vehicle
 - e. Use of office equipment required; phone, photocopier, computers and software.
 - f. The worker will follow the VCR Code of Ethics, Mission and Vision statements.
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Duties and Responsibilities

Volunteer Coordination

- a. Work with the Executive Director to coordinate the VCR Volunteer Program – recruit, screen, orient, train, schedule, and support office volunteers – delegating tasks and scheduling activities.
- b. Provide outreach services to promote volunteerism and community engagement.
- c. Respond to agency inquiries, support agencies with volunteer requests, and provide volunteer recruitment and referral software training to member agencies and volunteers.
- d. Maintain VCR's volunteer recruitment and referral software.
- e. Provide support to volunteers looking for a placement, completing paperwork and provide volunteer referrals to member agencies.
- f. Cover volunteer roles in the absence of volunteers (eg. Publicity, data input).
- g. Cover the Executive Director during vacation and absences.
- h. Use computer word processing, spreadsheet, and database software to prepare reports, and documents.
- i. Update, back up, and ensure the accuracy of the organizations databases and distribution lists.
- j. Prepare quarterly statistic reports
- k. Manage the special events volunteer list

2) Reception and Resource Room

- a. Respond to phone/email, web-based and in-person requests for information, answer inquiries or direct to appropriate staff.
- b. Schedule appointments and office volunteers.
- c. Create a welcoming, inclusive, safe, clean environment to greet guests in a friendly and

professional manner.

- d. Open/close office, prepare for holiday closures.
- e. Provide clerical functions including answering phones, sorting mail, email, voice mail, filing, scanning, photocopying, running errands etc.
- f. Manage office supplies inventory and coordinate maintenance of office equipment.
- g. Maintain resource library
- h. Assist with IT.
- i. Assist with fostering and maintaining existing and new membership relations, maintain membership contact list and process memberships.
- j. Forward invoices and process accounts receivable payments.
- k. Take registration for events, fundraisers, workshops and activities

3) Marketing and Communications

- a. Maintain the VCR wordpress website under the direction of the Executive Director.
- b. Create or oversee and promote the weekly volunteer spotlight through social media and established channels.
- c. Prepare the monthly newsletter and forward to members, board, staff and newsletter list.
- d. Take part/assist with community engagement and fundraising events.
- e. Coordinate or assist with special events such as AGM, Volunteer Fair, and volunteer recognition celebrations.
- f. Search for/create opportunities to promote volunteerism and community engagement.

4) Fundraising and Workshop Support

- a. Provide support to the board and ED in developing, preparing and assisting with fundraisers and workshops.
- b. Provide support to fundraising efforts such as tracking sales, printing materials, assist with solicitations for donations etc.
- c. Manage workshop and event registration, issue invoices, and maintain records.
- d. Assist with coordinating workshops, set up, equipment, refreshments, participant folders etc. when required.

5) Misc.

- a. Provide support to all VCR programs, projects and initiatives as required.