



Girls Inc.
of Greater Indianapolis

Girls Inc. of Greater Indianapolis Volunteer Engagement Coordinator Job Position Description

Position Description

Purpose of position: To effectively engage volunteers throughout their lifecycle to meet the needs of the girls in the greater Indianapolis area.

Supervisor: Volunteer Manager

Supervisees: None

Exempt

Full-time

Seasonal

Non-Exempt

Part-time

Major Areas of Responsibilities

- Online and in-person recruitment
- Application process for individual volunteer applications
- Matching volunteers to programs
- Assist with engagement and volunteer recognition
- Assist with volunteer trainings

Specific Responsibilities of the Position

Online and In-Person Recruitment

- Assist with the development of online recruitment messages
- Assist with the implementation of strategies to target recruitment of individual volunteers
- Research and maintain updated agency information and recruitment postings through a variety of viable online and offline recruitment resources

Application Process for Individual Volunteer Applications

- Ensure the volunteer application(s), screening and interview process adheres to agency policy, procedures and timelines
- Conduct individual volunteer interviews
- Use of interpersonal skills to assess volunteer applicants fit with agency culture and volunteer opportunity desired
- Ensure security of online and paper-based volunteer records
- Ensure consistent implementation of volunteer risk management strategies to ensure safety of the girls and to preserve the agency's public reputation
- Refer prospective corporate partner leads to the Volunteer Manager
- Effectively use volunteer management database and tools to track the volunteer application and engagement process

Matching Volunteers to Programs

- Ensure that the application, screening and interview process matches volunteers to programs that best utilize their skills and provide the best benefit to the organization and its constituents
- Respond promptly to program requests
- Keep track and maintain record of prospective volunteers via the matching prospect list

Inspiring all girls to be strong, smart, and boldSM

Created By: jsmith | Last Updated By: dthomas | Last Updated: 3/30/2018

- Utilize customer service skills while calling the entire matching prospect list to place volunteers in programs and/or as a tool of keeping the volunteer engaged with the agency
- Communicate with Volunteer Manager at all times during the matching process to provide thorough updates
- Communicate with Program Staff to ensure proper placement of volunteers in programs
- Track and maintain notes from program matching process, and schedule/coordinate volunteer toolkit pick-up times

Assist with Engagement and Volunteer Recognition

- Track and maintain the volunteer engagement process from inquiry through program match/toolkit pick-up and retention utilizing the volunteer management database and tools
- Always have timely follow up to volunteer questions, inquiries and/or concerns
- Maintain ongoing communication with volunteers to strengthen the system of receiving feedback
- Administer end of cycle surveys to volunteers
- Assist with the enhancement of systems for tracking, rewarding and celebrating volunteer contributions
- Assist with Volunteer Appreciation event and/or any social media recognition for volunteers

Assist with Volunteer Trainings

- Conduct all preparation for volunteer training (e.g. training room set up, reporting dietary needs of volunteers to Volunteer Manager, scheduling volunteers for training)
- Co-facilitate volunteer trainings as requested
- Assist with revisions of volunteer trainings as required
- Assist with occasional on-site volunteer projects
- Keep track and maintain record of volunteer training survey results

Additional Responsibilities

- Regularly report to Volunteer Manager the status of volunteer engagement (e.g. volunteer inquiries through training/matching/toolkit pick-up)
- Participate in Program Department meetings and be prepared to give updates on things related to the volunteer department as assigned
- Participate in Volunteer Team meetings
- Participate in outside meetings for additional training, professional development, and/or networking as assigned
- Participate in recruitment fairs with Volunteer Manager as assigned
- Perform other duties as assigned by the Volunteer Manager

Required Knowledge, Skills & Abilities

- Demonstrate commitment to the mission of Girls Inc. and its constituents
- Knowledge of strategies to match volunteer candidates with positions that best utilize their skills and meet agency needs
- Professional verbal, written and electronic communication skills; focused on training and public speaking in large groups
- Demonstrates effective interpersonal skills; the ability to establish and maintain effective working relationships, get along with diverse personalities, be tactful, mature, flexible and adaptable
- Ability to take initiative as part of a team, as well as individually
- Has demonstrated a personal commitment to volunteerism
- Ability to communicate the organization's story and motivate individuals to become personally involved
- Ability to manage multiple priorities and projects

Education & Experience

- Bachelor's degree in human resources, nonprofit management, organizational communications or related field
- Past experience in youth development and/or volunteer management and recruitment
- Broad knowledge and experience with Microsoft Office Suite (i.e. Word, Excel, PowerPoint, Outlook, Access, SharePoint)
- Strong customer/client relations skills
- Demonstrate professionalism

Physical & Travel Demands

- Light lifting may be required at times.
- Be prepared to occasionally travel to meet the needs of volunteers, attend off site meetings, fairs or events.

Expected Hours of Work

- Days and hours of work are Monday through Friday, 9:00a.m to 5:00pm (37.5 hours/week)
- Occasional Wednesday evening and Saturday morning hours for volunteer training