



Position Title: Volunteer Coordinator

Reports To: Animal Care Supervisor

Position Status: FT, Hourly Non-Exempt

Pay scale: Pay is commensurate with experience

The Volunteer Coordinator will be responsible for the recruitment, training and mentoring of volunteers. The Volunteer Coordinator will maintain a commitment to the mission, philosophies and policies of BRHS in the performance of his/her duties and respect the dignity and basic rights of each animal.

MAJOR DUTIES AND RESPONSIBILITIES

Recruit, train, mentor, and serve as the liaison for all BRHS volunteers by cultivating meaningful volunteer engagement.

Including but not limited to:

- Recruit, train and mentor volunteers at the Adoption Center
- Maintain and update handbooks, forms, and training materials for volunteers on an ongoing basis
- Hold monthly training sessions for new volunteers
- Act as a liaison and provide personal support and guidance to all areas supported by the volunteers
- Lead & facilitate group volunteers from outside organizations
- Runs and oversees adoption events alongside volunteers as needed
- Ensures that volunteers are scheduled for offsite events
- Manage volunteer recruitment, retention and cultivation
- Plan annual volunteer appreciation dinner and other activities
- Provide in service learning opportunities to keep volunteers informed
- Assist staff in identifying volunteer projects through needs assessment and raising staff awareness of the role and function of volunteers
- Ensures all volunteers that interact with animals have attended animal handling training classes and are utilizing safe animal handling procedures
- Maintain a professional and friendly demeanor and provides good customer service.
- Handle all administrative responsibilities associated with the volunteer program i.e. maintains databases, inventory and ordering of supplies, processing applications, and applicable paperwork associated with orientations.
- Works courteously and cooperatively with other staff members and volunteers.
- Act as a liaison between volunteers and management

- Monitor community service workers and act as a liaison with Henderson Community Service Department and making sure weekly time sheets are sent in a timely manner.
- Other duties as assigned
- Animal handling required

QUALIFICATIONS

- Previous experience in an animal shelter preferred
- Experience with Microsoft Office and Google Drive programs.
- Self-starter, initiating activities within the framework provided/developed with minimal supervision.
- Proven experience working with the public, developing and maintaining excellent relationships to support goals/mission and the ability to communicate sensitively and respectfully with a diverse group of individuals as well as staff.
- Excellent oral, written, and organizational skills with attention to detail.
- Excellent problem solving.
- Excellent conflict resolution skills
- Ability to accommodate a flexible schedule.
- Flexibility and desire to work in a fast paced, changing environment.
- Ability to lift 50 pounds
- Must love animals AND people!

Certificates, Licenses & Registrations:

Must be willing to give permission for a background check and a DMV report. Must possess a valid unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

Employee Printed Name

Employee Signature

Date