

TITLE: Volunteer Coordinator

CLASSIFICATION: Full-time, Wednesday through Sunday required

POSITION SUMMARY: Reporting to the Director of Volunteer Services, the Volunteer Coordinator works independently and collaboratively to ensure an engaged and informed active volunteer program and a positive and impactful volunteer experience. Primary areas of responsibility include recruitment, training, managing, engagement, recognition and retention.

REPORTS TO: Director of Volunteer Services

SALARY: \$45,000

### **Responsibilities**

1. Under the direction of the Director of Volunteer Services, support efforts as it relates to volunteer programming; volunteer recruitment, training, managing, engagement, recognition and retention of Belle Isle Park volunteers
2. Provide logistical support to the onboarding of new, active volunteers
3. Coordinate and facilitate volunteer trainings
4. Coordinate and oversee new volunteers 'shadow shifts'
5. Facilitate onsite volunteer briefings prior to each shift
6. Ensure a high degree of volunteer engagement through onsite interactions and other, individualized methods of follow-up
7. Ensure excellent volunteer communications; respond timely to general volunteer inquiries
8. Keep detailed records of volunteer information and assignments, track volunteer hours and create reports
9. Coordinate and manage volunteers in support of BIC events; work collaboratively with special events department
10. Work closely with operations and education staff to ensure adequate coverage of facility shifts and programs
11. Collaborate with Conservancy Staff, MDNR, island tenants and volunteer committees to ensure that information about island accessibility, island history, exhibitions, programs and other relevant information is effectively shared with volunteers
12. Represent the Conservancy and volunteer program at various recruitment fairs and other community events
13. Other duties as needed

### **Essential Knowledge and Skills**

1. Demonstrated ability to work with and supervise others in a positive manner
2. Experience working with volunteers and volunteer lead committees
3. Excellent hospitality and customer service skills
4. Experience and willingness to speak publicly to groups of people
5. Proven ability to maintain confidentiality of sensitive information

6. Demonstrate a clear, concise, and effective command of the English language, both oral and written
7. Independently prioritize workload and meet deadlines
8. Demonstrated program management and organizational skills
9. Ability to manage multiple priorities
10. Communicate effectively in writing and orally with staff, volunteers, partners, and the public-at large to explain program variations and limitations; analyze and interpret contract language; create and/or complete reports; understand and follow program regulations and procedures
11. Develop and maintain rapport with staff, volunteers, partners, and park users
12. Ability to lift 25 pounds
13. Agree with and adhere to the Belle Isle Conservancy Code of Honor

### **Education and Experience**

1. Education: Bachelor's degree in a related field or 4 years of equivalent professional experience
2. Knowledgeable and supportive of the mission and programs of the Belle Isle Conservancy as well as current volunteer recruitment and management strategies/ best practices
3. Excellent customer service skills; exceptional hospitality and attention to detail
4. Excellent communication skills; excellent administrative skills with the ability to handle multiple tasks while maintaining good oversight to details
5. Excellent hospitality and customer service skills
6. Knowledge of Volgistics, or similar database, is highly desired
7. Comfort with public speaking; experience facilitating meetings and trainings

### **Time Commitments**

- Must be available to work a Wednesday through Sunday schedule
- Must be available to work a 9:00am to 5:00pm schedule
- Occasional evenings required

### **Work Environment and Physical Demands:**

This position operates between two buildings at Belle Isle State Park. Some work may require to be performed outdoors. Characteristics described here are representative of those encountered while performing the essential functions of this job. All staff work in a building constructed in 1904, which presents unique challenges not often seen in newer facilities. Reasonable accommodations may be made to enable individuals with disabilities to perform

the essential functions. Staff may be exposed to (and required to wear personal protective equipment):

- Water, humidity, ice, cold, heat, wind, air particles (or potential allergens), and dirt
- Low/moderate/loud noise
- Live and potentially hazardous/venomous animals
- Wet/icy surfaces, stairs, inclined ramps, uneven surfaces, and basement work areas
- Biohazard fluids/solids and waste materials from both animals and humans
- Cleaning chemicals, gasoline, paint, new product off-gassing, and ozone

### **Instructions for Applying**

Please submit a current resume and brief cover letter to [careers@belleisleconservancy.org](mailto:careers@belleisleconservancy.org) by 5pm on April 4<sup>th</sup>, 2019.