



Humane Society of Sonoma County Job Description

Job Title:	Volunteer Services Coordinator	Location:	Santa Rosa
Department:	Volunteer Services	Hours:	40 hrs./week
FLSA Classification:	Non-Exempt Salary Range: \$19-23/hour	Reports To:	Director of Shelter Initiatives

SUMMARY

Under the supervision of the Director of Shelter Initiatives, the Volunteer Services Coordinator is responsible for recruiting, onboarding, scheduling, and retaining volunteers who support the mission of the Humane Society of Sonoma County and deliver assistance in all aspects of shelter operations. This includes Spay/Neuter, Outreach, Adoptions, Animal Care and Handling, Enrichment, Foster, as well as special groups, community services, and event support. The volunteer program has approximately 600 active volunteers and 20 departments in which to volunteer. Coordinating volunteers and Volunteer Services includes providing volunteer resources where staff support is needed to match the growth and evolution of the shelter at both Santa Rosa and Healdsburg center.

DUTIES AND RESPONSIBILITIES

- Coordinate volunteer recruitment, orientation, and training.
- Coordinate volunteers in various animal handling, shelter operations, and customer facing roles.
- Onboard all new volunteers through orientation and in person training.
- Collaborate with staff and managers to provide support, resources, and tools to help manage volunteers and their departments.
- Administrative tasks including database management; tracking and recording active and inactive volunteers, their hours, and levels of training; documentation collection; and various other administrative tasks.
- Serve on various committees to represent Volunteer Services in all capacities in which volunteers work in the community.
- Engage and communicate with volunteers regularly, manage interpersonal matters, address questions and problems from and among volunteers.
- Assist in creating and implementing plans for volunteer recognition, appreciation, including planning the annual Volunteer Appreciation event, in addition to various smaller volunteer recognition occasions throughout the year.
- Maintain relationships with volunteers; conduct meetings and evaluations as needed, consider grievances/suggestions, and find solutions; implement and enforce protocols and procedures.
- Work within assigned budget for volunteer activities.
- Work with Community Engagement Manager to plan and coordinate various events.
- Coordinate volunteer staffing at annual Gala; coordinate donations and other duties performed by volunteers in preparation for the Gala
- Assist and train department managers in implementing use of database with their volunteers.
- Maintain job descriptions for volunteer positions.
- Produce new job descriptions as new roles are created.
- Continue the growth of the program by finding new opportunities for volunteers.
- Meet with special needs volunteers, special groups, community service, and college credit volunteers individually and assess projects and positions to match their skills and our requirements.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES No direct reports but supervises all volunteers and supports department managers with supervision of program volunteers.

KNOWLEDGE, SKILLS, AND ABILITIES

- Communicate effectively verbally and in writing.
- Strong presentation skills.
- Excellent internal and external customer service skills.
- Flexible and open minded.
- Ability to cultivate and maintain positive work relationships with volunteers, staff, and management.
- Apply logic and reasoning to evaluate alternative solutions to problems.
- Use sound interdependent judgement, problem solving, and critical thinking.
- Effective planning and organizational skills; ability to coordinate simultaneous activities, projects, and tasks.
- Computer applications such as Microsoft Word, Excel, PowerPoint, and Outlook.
- Database (Volgistics) management.
- Ability to work cooperatively to set goals, resolve problems, and make decisions that enhance organizational effectiveness and foster teamwork.
- Learn various elements of shelter operations as they pertain to volunteer staffing, disease control, safety, animal welfare, customer service, and community relations.
- Maintain confidentiality and ethics.
- Take initiative on responsibility, projects, and challenges.
- Foster a culture in which volunteers feel recognized, motivated, and appreciated.
- Ability to work with people in a wide range of ages, personality types, levels of skills, and passion.
- Willingness to work flexible days and hours, including evening shifts, weekends and/or holidays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with and handle animals.
- Must be able to do phone and computer work for blocks of time.
- Ability to walk and/or stand throughout a normal workday.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift, move, and carry objects and animals up to 30 pounds.
- While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear; bend, reach, stoop, kneel, squat, and crawl; climb or balance. Use of arms above the shoulder is sometimes required.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Allergic conditions, that would be aggravated when handling or working with animals may result in disqualification.
- Must be able to repetitively use hands to operate computers; flex the neck upward and downward; twist the neck and the waist.
- Occasionally will be in situations requiring high stamina, such as training days and special events.

WORK ENVIRONMENT

This position generally works in a standard office environment, moderately quiet with periodic interruptions from staff, volunteers, and members of the public. Some exposure to moderate noise levels (such as barking dogs, ringing phones, lobby traffic)

NOTES

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date