

## **Glen Ellyn Children's Resource Center (GECRC)**

**Job Title:** Volunteer Coordinator

**Hours:** 10 hours per week

### **Job Description:**

The GECRC Volunteer Coordinator is responsible for supervising the GECRC volunteer program; including recruitment, training, placing, utilizing, and nurturing of volunteers. The goal is to ensure that GECRC is the organization of choice for volunteers – individuals, community groups, faith communities, local schools and universities, donors, etc. The starting hourly wage is based on experience. Some evening hours may be required for volunteer orientations and outreach.

### **Duties and Responsibilities:**

- Recruit, engage, and train volunteers to be successful tutors
- Review volunteer applications, and determine acceptance or non-acceptance
- Orient new volunteers to increase their understanding of the organization, its clients, its services and their roles/ responsibilities
- Work with community groups to plan their volunteer experience
- Assist with preparation of schedules and assignments for volunteers; communicate with volunteers before, during, and after their experience at GECRC
- Oversee and monitor volunteer database and record maintenance – application forms, hours logs/records, and any other documents.
- Assist in planning and implementing formal and informal volunteer recognition activities (i.e volunteer of the month, end of year celebration)
- Update and administer all Volunteer Handbook Policies
- Promote the volunteer program, through networking, to gain community support of the volunteer program and of GECRC; make presentations to community groups
- Align the volunteer program with the GECRC's goals, mission, and strategic plan
- Serve as the liaison between volunteers and program coordinators; as needed
- Share upcoming events and news about GECRC with volunteers
- Other duties as assigned

### **Qualifications**

- Experience managing volunteers or in a customer service role

### **Skills, Knowledge and Experience**

- Commitment to the mission
- Ability to uphold strict confidentiality of information
- Proactive approach toward work and flexibility to adapt to changing needs
- Excellent time management skills and ability to multi-task
- Excellent relationship-building and communication skills
- Computer skills, especially using database programs (Volgistics), Excel, and social media