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POSITION DESCRIPTION VOLUNTEER COORDINATOR

JOB SUMMARY

The Volunteer Coordinator reports to the Director of Community Programs and is responsible for coordinating the full range of duties related to running a volunteer program. This position works closely with other Coordinators and Directors to ensure volunteer support is supplied as needed to all departments within the organization.

ESSENTIAL RESPONSIBILITIES

- Develop and implement volunteer program work plans, goals, and objectives
- Research and write volunteer policies and procedures, including risk assessment
- Promote volunteering (internally and externally) through recruitment using various techniques (databases, email, social media, etc)
- Accept and process on-the-spot volunteer applications
- Liaise with department leads to assess organizational volunteer needs
- Generate appropriate volunteer opportunities and role descriptions based on the needs of the organization
- Ensure volunteers are appropriately matched and trained for a position
- Ensure volunteers are supported, motivated, and receive feedback and acknowledgement
- Organize formal and informal volunteer appreciation efforts (awards, celebrations, etc.)
- Raise staff awareness of the role and function of volunteers
- Development and maintain the Volunteer Database
- Track and assess volunteer statistics
- Keep up to date with trends and innovations related to volunteering and make necessary modifications to increase engagement with the organization
- Attend meetings as requested by the Director of Community Programs
- Work with community, school, and other groups to coordinate educational visits to the Shelter.
- Provide shelter tours and off site information sessions for student and community groups
- Manage budgets and resources, including reimbursement of expenses
- This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS

- Work experience conducive with supporting the responsibilities of this position
- Self-starter, initiating activities within the framework developed with minimal supervision

- Proven experience working with the public, developing and maintaining excellent relationships to support goals/mission
- Ability to:
 - Lift and/or move up to 50 pounds unassisted
 - Frequently bend, squat, reach, and grip
 - Work around pet dander, dust and other allergens without issue
 - Actively maneuver inside and outside of the shelter
 - Work around children and with the public
- Strong data entry skills and the ability to maintain accurate records
- Patience and tact when working with difficult, emotional, or angry people
- Treating people and animals in a pleasant, courteous and professional manner
- Adherence to the SPCA's policies and philosophies

WORKING CONDITIONS

- Indoors in a high noise, climate-controlled facility, outdoors at shelter, or on-location in the community
- Use of laser printer, copy machine, fax machine, telephone, power washer, industrial laundry machine, dryer, and cleaning supplies
- Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches

DRESS CODE

Business Casual

COMPENSATION & BENEFITS

- This is a part-time, hourly, non-exempt position with opportunity for career advancement if desired, and annual performance-based promotions budget permitting.
- After a 90-day probationary period, the employee will become eligible for paid time off, paid birthday leave, low- or no-cost adoptions, and discounted shopping in the SPCA's boutique. Other benefits are detailed in the Employee Handbook.

TERMS OF EMPLOYMENT

In accepting this offer of employment, you certify your understanding that your employment will be on an at-will basis, and that neither you nor any Fredericksburg Regional SPCA (henceforth SPCA) representative have entered into a contract regarding the terms or duration of your employment. As an at-will employee, you will be free to terminate your employment with the SPCA at any time, with or without cause or advanced notice. Likewise, the SPCA will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advanced notice. At the termination of employment, any relevant SPCA documents, software, data, or information must be turned over to the SPCA. Upon termination of employment you agree to make no disparaging or negative comments about the Fredericksburg Regional SPCA or its employees and officers and comply with the Fredericksburg SPCA's non-disclosure agreement as outlined in the employee handbook.

I read and understood the duties and expectations as described in this position description.

PRINTED NAME

SIGNATURE

DATE