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POSITION DESCRIPTION VOLUNTEER SPECIALIST

JOB SUMMARY

The Volunteer Specialist supports the day-to-day administrative needs of the volunteer program, including running orientations & groups, scheduling shifts, maintaining accurate records, preparing reports, and assisting with communications to current and prospective volunteers. This full-time role ensures smooth program operations and helps create a positive experience for all volunteers.

We are seeking a motivated, creative, and upbeat individual to foster strong volunteer engagement. The ideal candidate focuses on opportunities rather than obstacles and, ideally, has experience working directly with community members to inspire interest, commitment, and enthusiasm for our mission. This role requires flexibility to attend events and be on-site at the shelter during evenings and weekends, as scheduled.

We're looking for a motivated, organized, and people-focused individual to help grow and support our volunteer program. The Volunteer Specialist plays a key role in connecting volunteers with meaningful opportunities, ensuring they are trained, supported, and recognized for their contributions.

KEY RESPONSIBILITIES:

- Onboard and train volunteers for a variety of roles.
- Maintain volunteer records, track hours, and manage scheduling.
- Collaborate with staff to identify volunteer needs and develop clear role descriptions.
- Support volunteer engagement through communications, recognition, and feedback.
- Coordinate educational visits, shelter tours, and community outreach events.
- Help organize volunteer appreciation initiatives, including awards and celebrations.
- Monitor trends in volunteer engagement and suggest improvements to increase participation.
- Run the Pawsitive Pathway teen volunteer program.

QUALIFICATIONS & SKILLS:

- Experience working with volunteers or the public is preferred.
- Strong organizational and communication skills.
- Ability to lift up to 50 lbs and perform light physical tasks as needed.
- Comfortable working around animals, children, and the public.
- Self-starter who can work independently and collaboratively.

- Positive, professional, and patient demeanor.

WHY JOIN US:

This is a full-time, hands-on role where you'll make a direct impact on our volunteers and the animals we serve. You'll help build a thriving community of supporters who share our mission and vision.

ESSENTIAL RESPONSIBILITIES:

- Promote volunteer opportunities both internally and externally through recruitment channels such as databases, email, and social media.
- Accept and process volunteer applications.
- Collaborate with department leads to identify and assess volunteer needs across the organization.
- Create and maintain clear volunteer role descriptions aligned with organizational needs.
- Match volunteers to appropriate positions and ensure they receive proper training and support.
- Foster volunteer motivation and engagement through regular feedback and acknowledgment.
- Organize volunteer recognition activities, including awards and celebrations.
- Raise staff awareness of volunteer roles and contributions within the organization.
- Develop and maintain the Volunteer Database, track participation, and assess volunteer program metrics.
- Stay current on trends and best practices in volunteer management and recommend improvements to enhance engagement.
- Attend meetings as requested.
- Perform other related duties as assigned by the supervisor.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Ability to lift and/or move up to 50 pounds unassisted.
- Frequent bending, squatting, reaching, and gripping required.
- Comfortable working around pets, allergens, children, and the general public.
- Strong data entry and record-keeping skills.
- Patience, tact, and professionalism when interacting with challenging or emotional situations.
- Commitment to treating people and animals courteously and respectfully.
- Adherence to SPCA policies, philosophies, and ethical standards.

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