



Chatham Outreach Alliance Inc.

VOLUNTEER COORDINATOR

Job Description

Job Title: Volunteer Coordinator
Classification: Full-Time-40 hours, Exempt
Reports to: Executive Director

CORA is a non-profit organization that provides nutritious food to community members facing food insecurity. Founded in 1989, CORA has served the community with kindness, compassion, and dedication to ensure that families in need do not experience hunger. The Volunteer Coordinator facilitates all volunteer-related activities to provide gratifying experiences for the community we serve.

Position Summary

The Volunteer Coordinator reports directly to the Executive Director and is responsible for volunteer management activities as they relate to recruitment, training, scheduling, communications, outreach, recognition, and compliance.

With the direction of the Executive Director, the Volunteer Coordinator will continuously search for new avenues for increasing volunteer engagement and raising awareness for CORA's mission throughout Chatham County and beyond.

Duties and Responsibilities

- Develop annual recruitment, outreach, training, and engagement strategies for CORA volunteers;
- Coordinate, oversee, and continually improve upon volunteer process, from recruitment and training to materials and compliance, and appreciation and sustainment;
- Proactively initiate the planning and scheduling of volunteer training and the creation of up-to-date training materials;
- Recruit, schedule, train, and maintain the necessary number of active volunteers for day-to-day activities and for scheduled special events;
- Participate in outreach and engagement opportunities with a focus on recruiting and engaging corporate groups as volunteers and project partners;
- Ensure relevant and frequent opportunities for volunteer engagement events/opportunities, working to strategically build new, diverse, and meaningful volunteer relationships
- Develop, update, and improve training materials and deliver regular training – to include annual mandatory civil rights training - to ensure volunteer effectiveness and proficiency in assigned role(s);
- Work closely with the Pantry Manager to provide required safety and compliance language and instruction in training and written materials;
- Oversee maintenance/compliance of all volunteer records, waivers, training, etc. on a regular basis;
- Respond to all volunteer opportunity inquiries in a timely manner;
- Coordinate volunteer needs for various program needs and community activities with the Pantry Manager, Program Manager, and other CORA staff;
- Proactively identify key outreach, engagement and speaking opportunities and respond to and coordinate requests for speaking opportunities;
- Develop and maintain relationships with relevant community partners and recruiting sources in the community;

- Represent CORA in the community through outreach activities and speaking engagements. Competently present the mission of the organization to include the many ways CORA provide service and provide materials on volunteering and ways to engage;
- Capitalize on opportunities to inform and enrich volunteer, community, and stakeholder knowledge and connection with CORA's mission;
- Create and publish, in collaboration with the Director of Development and Communication, an electronic volunteer newsletter on a monthly basis;
- At the direction of the Executive Director, communicate all relevant and requested information to the Board in a well-ordered and timely manner;
- Generate monthly volunteer database reports, analyzing data, trends, and opportunities and submit monthly reports to Executive Director in a timely manner;
- Coordinate volunteer appreciation activities, within budget, including April volunteer appreciation month and end of year holiday appreciation event;
- Answer email, phone calls and other communications on a daily basis;
- Demonstrate excellent customer support and service at all times to maintain positive relations between all who visit the pantry and/or at satellite CORA locations;
- Foster a productive, safe, and collaborative environment where all have value and are treated with respect;
- Complete other duties as assigned.

Supervises Activities of:

Volunteers

Qualifications/experience

Must possess excellent written and verbal communication skills and be able to represent CORA professionally. Be detail-oriented and have strong interpersonal skills in order to work with diverse groups of people. Excellent customer service, strong work ethics, and organizational skills are necessary. Flexibility and resilience will be critical for success in this role. Project management skills and experience are preferred. Spanish language skills are plus. Must be comfortable working independently, while juggling and prioritizing a variety of tasks, in a fast-paced environment. This job has a moderate physical aspect associated with the work and involves lifting 25+ pounds and/or being on your feet for much of the day. An excellent driving record is required as some travel is necessary. A college degree is preferred and previous experience in a customer service team lead, or volunteer coordinator role.

Working Conditions

General office and warehouse environments. Occasional evening and weekend work required.

Salary and Benefits

CORA provides employer-paid health, vision, and dental insurance, an employer-match retirement program (after one year of employment) short-term disability insurance, 12 days of PTO per year, and 12 regular holidays plus 3 floating holidays. Hiring range for this position is \$46,000 - \$48,000/ year.

Approved by: Melissa Driver Beard

Date: November 2023

The above statements are intended to describe the general nature of the work being performed by people assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

CORA is an equal opportunity employer and values diversity in the workplace.

Do you have a passion for people? Are you the one all your friends rely on to schedule outings and events? Are you ready to put your interpersonal and organizational skills to work in your community to better the lives of others? If so, you might be an excellent fit for our open Volunteer Coordinator position!

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The Volunteer Coordinator reports directly to the Executive Director and is responsible for volunteer management activities as they relate to recruitment, training, scheduling, communications, outreach, recognition, and compliance.

The Volunteer Coordinator is also responsible for adherence to organizational policy, management, and oversight of all volunteer services to include database management, data collection, reporting, and training.

The Volunteer Coordinator will play a key role on CORA's team - recruiting, managing, and communicating with volunteers, participating in community events, and liaising with various stakeholders regarding volunteer needs.

Candidates must possess excellent written and verbal communication skills and be able to represent CORA professionally. Candidates must be comfortable working independently while juggling and prioritizing a variety of tasks. Flexibility and resilience will be critical for success in this role. Candidates must also be able to perform a variety of physical tasks such as lifting 25+ pounds and/or standing for long periods of time. Spanish language skills are a plus. A college degree is preferred and previous experience in a customer service team lead, volunteer coordinator, or social work role is preferred. CORA provides employer-paid health, vision, and dental insurance, an employer-match retirement program, short-term disability, 12 days of PTO per year, and 12 regular holidays plus 3 floating holidays. The hiring range for this position starts at \$46,000+ per year. Please send cover letter and resume to melissa@corafoodpantry.org. A full job description is attached.