



Job Description

Job Title	Volunteer Coordinator
Reports To	Business Manager
Classification	Part-time, hourly

Job Purpose

The purpose of this position is to coordinate all activity for and communication with all volunteers. Lead efforts to recruit, screen, interview, schedule, train and retain volunteers in support of Legacies’ operational goals and charitable mission. Effectively reinforce relationships between volunteers, Product Coordinators, Sales Team and Management and Cancer Support Community staff. Respond to volunteer concerns and represent those concerns as needed. Participate in weekly (Friday) Team Huddle. Cover one shift each week on the sales floor to help with sales. Participate in special events as requested.

Duties and Responsibilities

Although the actual task assignments may vary each week, the expectation is for the Volunteer Coordinator’s time to be focused in this manner:

80% Volunteer Coordination

The Coordinator will lead Legacies’ efforts to recruit new volunteers, by exploring sources of potential recruits and interviewing them. When requested, the Coordinator will create social media solicitations for new volunteers. The Coordinator will assign volunteers to specific areas/functions based on business needs and volunteer’s skill set. Together with the Product Coordinators, the Coordinator will develop volunteer schedules and volunteer training materials. The Coordinator will schedule and lead volunteer training. The Coordinator will be accountable for volunteer retention. The Coordinator will publish the Volunteer Newsletter. The Coordinator will coordinate volunteer mailings. The Coordinator will maintain the Volunteer Directory and distribute it annually. The Coordinator will be responsible for the calculation and reporting of volunteer hours.

10% Participate in Weekly Team Huddle

The Coordinator will present weekly volunteer updates at the meeting, will participate in discussions of sales and product promotions, and after the meeting, will share information with the volunteers.

10% Other Tasks as Assigned

Each week’s shift on the sales floor is in addition to the hours required to cover all duties and responsibilities.

Qualifications

The Coordinator must have a general understanding of the store's operation, mission and pricing method. The Coordinator must have a good understanding of each of the functions to which volunteers are assigned so as to effectively use volunteer skills and time.

The Coordinator works effectively with staff, consignors, customers and volunteers and must be able to multi-task and to alter communications and methods as appropriate. Computer skills are required for word processing, spreadsheets, etc., and for publications.

Work Schedule and Conditions

All tasks must be completed in 25 hours per week. The Coordinator will develop a set schedule that will be agreed-to by the Business Manager. The Coordinator should schedule some hours on Friday since participation in the weekly Team Huddle is required.

Physical Requirements

The Coordinator must be able to meet the usual physical demands of a retail operation – standing for long periods of time, light lifting, walking throughout the store – with comfort and ease.

Direct Reports

All Volunteers