

**JEWISH FAMILY SERVICES**  
**JOB DESCRIPTION**

**JOB TITLE:** Volunteer Services Coordinator  
**DEPARTMENT:** Volunteer Services  
**REPORTS TO:** Director of Volunteer Services  
**APPROVED BY:** Executive Committee  
**APPROVED DATE:** November 2022

**PURPOSE/SCOPE OF RESPONSIBILITY**

Serves as the central point of contact for volunteers. Responsibilities include intake and onboarding process, volunteer program coordination, community outreach and engagement, and volunteer recruitment and retention.

**ESSENTIAL DUTIES, RESPONSIBILITIES, & COMPETENCIES**

1. Assists prospective and existing volunteers by answering telephone calls, online inquiries, e-mail, and other requests for assistance.
2. Maintains in depth knowledge of all JFS Volunteer Services intake, vetting, and training processes.
3. Updates JFS Volunteer Services trainings and orientation materials.
4. Responsible for volunteer recruitment, interviewing, onboarding, problem-solving, and retention.
5. Responsible for ensuring that volunteer opportunities are sufficiently filled for each needed task, event, or program.
6. Assists in outreach activities to cultivate strategic partnerships and engage the community.

**OTHER DUTIES, RESPONSIBILITIES, & COMPETENCIES**

1. Willing to be flexible and creative to ensure clients and volunteers are being served appropriately and agency volunteer needs are consistently met.
2. Excellent customer service skills are required.

3. Excellent organizational and written and verbal communication skills.
4. Manages time effectively to achieve outcomes in a dynamic setting.
5. Demonstrates good judgment in decision making and maintaining professional conduct and appearance at all times.
6. Contributes to team effort by working across services and departments.
7. Maintains agency, volunteer, and client confidentiality.
8. Regularly communicate with Development team to ensure programs, events, services are properly marketed.
9. Maintains safe and clean working environment by complying with health and safety guidelines.

#### **QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Bachelor's degree, 2+ years' experience in a related field.

#### **REQUIRED LANGUAGE SKILLS**

Ability to express oneself in an articulately and effectively in both verbal and written communication.

#### **REQUIRED REASONING ABILITY**

Ability to deal with abstract and concrete concepts, and problem solve.

Ability to define problems, collect data, establish facts and draw valid conclusions.

Full-time salary: \$40,000

**The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a) (1) of the Fair Labor Standards Act and therefore qualifies as an "exempt" position.**