
Job Title: Volunteer Coordinator
Position Type: Full Time, Non Exempt
Weekend, evening, night and holiday work as required
Salary: \$13.40-\$20
Location: National Ability Center Ranch, Park City, Utah
Supervisor: Leadership Development and Talent Manager

Job Summary

The volunteer coordinator to support the growth of the National Ability Center's through innovative volunteer programming and is responsible for driving the recruitment, placement and retention of NAC's key human resources. A primary function of this and every other job at the National Ability Center is to ensure that each member, guest and visitor of National Ability Center receives the highest caliber of service.

Major Tasks and Responsibilities

- Lead the NAC's efforts in developing a diverse and talented volunteer pool including program, event, administrative, intern and committee volunteer members. Responsible for stewardship of all volunteer and prospective volunteer relationships.
- Act as the organization's first point of contact for volunteer inquiries and materials, and manage incoming and outgoing communication.
- Develop, utilize and maintain volunteer database in tracking and coordinating all volunteer information, ensuring all volunteer documentation is accurately maintained and updated as needed; including, but not limited to, contact information, training records, liability and media releases and background checks.
- Record volunteer hours, schedules, tracking and reporting data; create professional, high quality presentations of statistics for annual reports, board meetings, etc. *I haven't done anything with volunteer schedules...
- Ensure volunteers are introduced and welcomed to the NAC team by staff, volunteers, members and others.
- Ensure the safety and quality of our participant and volunteer experiences through the training and placement of volunteers.
- Collaborate with Marketing Manager by providing assistance with the development and distribution of NAC's strategic communication materials, including E-news, web updates, social media, outreach events, brochures, reports and mailings focused on growing our program, volunteers and donor resources.
- Manage the volunteer communication plan, regarding volunteer trainings in coordination with

program schedules, seasonal materials, website updates and email newsletter to ensure consistent messaging and brand representation.

- Manage & update volunteer pages of NAC website.
- Coordinate the placement and management of program volunteers depending on the current needs of programs.
- Work with NAC's program and training & education staff to organize and advertise volunteer trainings.
- Update, supply and keep current volunteer orientation materials, handbook, seasonal guide and training manuals, including mention of expectations and benefits of volunteering.
- Plan and oversee one (or more) volunteer social and/or recognition events annually.
- Work with TRED coordinator and all NAC staff to ensure volunteer training programs remain relevant and fresh for NAC activities and build attendance and retention rates.
- Work with TRED Manager to engage schools, universities and work force programs locally, statewide and nationally to build NAC's network groups for individuals of all abilities looking to gain professional experience through volunteer opportunities.
- Review volunteer evaluations with departments, determine any needed follow-up, and compile relevant information.
- Process volunteer applications and schedule tours and hold initial orientations for potential volunteers.
- Attend relevant NAC staff and committee meetings and maintain regular communication with Departments to understand their volunteer needs.
- Support NAC community outreach presentations to potential for profit and non-profit resources through engagement of outreach volunteers. Collaborate with marketing and outreach to maintain a contact list and tracking for the National Ability Center's Speaker's Bureau program. Assist Marketing and Outreach in the coordination of community outreach events including volunteer events, resource fairs, corporate and community programs.
- Coordinate volunteer initiatives within budget guidelines.
- Manage volunteer grant awards, including fulfilling all award requirements and completion of evaluation and feedback forms.
- Hire and supervise seasonal volunteer coordinators if necessary.
- Work in coordination with facilities team to engage and manage outcomes of group volunteer projects.
- Work in coordination with advancement team to recruit, schedule & manage logistics of volunteer support needed for events. Provide day of leadership for event volunteers.

All Other Responsibilities

- Create a nurturing, positive and professional environment while promoting policies and procedures amongst staff, volunteers and community.
- Provide accounting information required for accurate tracking including receipts, correspondence, records of in-kind donations and other documentation.
- Attend required staff meetings and trainings.
- Collaborate with multiple departments including on annual planning, including timelines,

budget and department goals.

- Comply with NAC safety and health policies and procedures.
- Participate fully as member of the NAC staff team.
- Implement and supervise safety/risk management protocols in a caring and fun environment for participants, volunteers and staff.
- Other responsibilities as assigned.

Required Knowledge and Qualifications

- Experience working with individuals with disability preferred.
- Bachelor's degree required or equivalent experience.
- Two years of experience working with volunteers.
- Ability to speak comfortably and clearly in front of large groups of people as well as one-on-one.
- Excellent customer service skills, communication, interpersonal and organizational skills.
- Prefer previous experience leading and managing volunteers or staff.
- Strong knowledge of Microsoft Word, Excel, Outlook and Social Media strategies, Website and SALESFORCE database management experience preferred.
- Ability to work effectively as a member of a team.
- Demonstrated history of responsibility, dependability, and maturity.
- Clear understanding of organizational risk management standards.
- Current First Aid and CPR certification preferred.
- Ability to be flexible, creative and adaptable to situations.
- Ability to consistently lift, carry and load adaptive and other sports equipment that may weigh 50 or more pounds.
- Valid Driver's License; must verify own auto insurance.
- Commitment to a positive, fun and team-oriented working environment.

Benefits

- Medical, Dental, Paid time off, Paid holidays, Long-term disability