



## Job Description

**POSITION:** Volunteer and Community Relations Coordinator

**DEPART:** Resource Development

Reports to: Vice President & CFO

Status: Full-time

Updated: May 2017

### **JOB SUMMARY**

Responsible for the development and implementation of a dynamic volunteer program designed to increase community involvement and knowledge of animal welfare issues while decreasing the financial burden or providing care for over 4,000 animals each year. Volunteers are key to the execution of the shelter's mission and expense management. Responsible for building strong community relationships through outreach events and small fundraising events.

Performs in this position in accordance with the organization's expectations for animal care, teamwork and interpersonal relations, and actively contributes to improving service delivery, communication and consistency.

### **RESPONSIBILITIES**

- Recruit, train, manage and motivate adult volunteers/adult volunteer program; including;
  - Recruit a volunteer corp to provide essential support for the sheltering and retail operations of the organization that will benefit the health and safety of the animals while decreasing payroll expenditures.
  - Coordinate/provide a dynamic volunteer training program to enable volunteers to grow in experience and engagement with the agency.
  - Recruit volunteers for special projects as needed; including the telethon "on-site" volunteer experience and Special Events
  - Coordinate volunteer groups to support the mission of the VBSPCA; including the foster program, main shelter and Adoption Center operations, clinic, PetSmart adoption centers, Happy Paws & wildlife program
  - Focus on volunteer retention, positive ongoing relations, and deepening volunteer engagement
  - Maintain volunteer database and website section

- Actively steward relationships to further engage volunteers in the agency's mission
- Partner with other departments in order to ensure volunteers' talents are being matched with the best opportunities for success and optimization of VBSPCA needs
- Nominate (formally and informally) volunteers for special recognition
- Share information with Vice President & CFO about stated or prospective philanthropic intentions of individual volunteers
- Manage, staff and oversee adoption and smaller fundraising events
- Perform other duties as necessary to help development team meet annual goals.

#### **KNOWLEDGE AND SKILL REQUIREMENTS**

- Bachelor's Degree preferred
- Three to five years related nonprofit fundraising experience with proven track record of recruiting and managing volunteers
- Demonstrated passion for and commitment to the VBSPCA's mission
- Ability to relate to all levels of highly diverse and young adult workforce from frontline to c-suite, as well as Board members and members of the community
- Excellent communications, public relations, supervisory, personnel management and writing skills
- Proficient computer skills – experience with social media platforms required
- Valid driver's license
- Ability to function well as a team member

#### **PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

- Ability to be around animals and wildlife
- Ability to lift a minimum of 25 lbs
- Ability to sit, talk, hear, stand, walk, use hands and fingers, handle or operate objects, reach with hands and arms, climb and balance, stoop, kneel, crouch and crawl
- Ability to handle stress
- Ability to use a computer and other standard office equipment
- Must be able to move throughout the building as needed throughout the day
- Must be able to work flexible hours, including evenings and Saturdays, in a fast-paced setting

To apply, please submit cover letter, resume, and professional references to  
[Lacy.Kuller@vbspca.com](mailto:Lacy.Kuller@vbspca.com)