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**JOB DESCRIPTION**

**Job Title:** Volunteer Coordinator

**Department:** Programs and Services

**Reports To:** Director of Operations

**FLSA Status:** Full Time, Non-Exempt

**Prepared By:** Director of Operations

**PURPOSE**  
To recruit, train, and provide exceptional volunteer experiences that enhance Animal Allies Humane Society’s (AAHS) capacity to transform stray and surrendered animals into adoptable animals and teach our community humane values. Volunteerism is often the first portal to employment, an emphasis is placed on engaging all members of the community we serve.

**SUMMARY**   
Recruits and coordinates volunteers in accordance with the principles of diversity, equity, and inclusion. Volunteers support all aspects of AAHS operations including, but not limited to:  Animal Care and Welfare programs, office and administration, and fundraising.  Coordinates with staff and committee chairs to determine the organization’s need for various volunteer services. Screens, places, and provides direct or indirect supervision as appropriate. Oversees recognition, reviews, and if necessary, terminates volunteers. Prepares relevant and translatable volunteer training and procedure manuals. Maintains volunteer records and coordinates volunteer schedules, prepares department reports and budget. Prepares reports on the extent, nature, and value of the organization’s volunteer program.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**  
85% of volunteer coordination (approx 22 hours per week) will provide support to the programs including shelter operations, adoption assistants, dog and cat buddy training, foster care program, and animal transfer/transport program.    
10% of volunteer coordination (approx 4 hours per week) will provide support to the Development and Communications Department, including fundraising events.

5% of volunteer coordination (approx 2 hours per week) will provide support to office and administrative operations.

* Organizes and conducts the orientation and training of volunteers making sure all aspects of the training align with current best practices, mission and philosophy. Provide volunteer job descriptions for various functions.  Outlines the organization’s expectations of performance. Coordinate training with appropriate managers, administrators and committee chairs.
* Maintains and enhances Foster program through recruitment, training, and retention. Work with the Adoption and Medical teams to schedule pickup, drop off, and medical visits.
* Develops and implements strategies to recruit volunteers through schools, service organizations and other community sources.  Screens potential volunteer applicants and maintains up-to-date inquiries and referrals.
* Communicates with volunteers, AAHS staff, managers and committee chairs regarding any questions, challenges, or opportunities that arise. Assists in resolving disputes and terminates volunteers not fulfilling the required duties. Celebrates outstanding performers.
* Maintains volunteer database and records noting special skills and interests.  Records duties and hours and notes incidents and injuries. Ensure that active volunteers have signed liability releases and emergency contact forms on file.  Knows and enforces safety protocol and accident response procedures and takes every precaution to provide a safe experience for people and animals.
* Supervises volunteers in performance of duties. Offer opportunities for advancement in direct animal care positions and special guidance when requested or required. Creates and successfully implements an incentive-based volunteer duties structure. Conducts recognition programs to honor volunteers.
* Attends and participates in regular staff meetings, Programs and Operations Committee, and other meetings as directed by supervisor.  Networks with other volunteer directors of nonprofit organizations to keep abreast of innovative management techniques.
* Prepares operational reports on volunteer activities.  Prepares budget reports as directed by supervisor. Adheres to annual volunteer budget.

* Assures all volunteer communications are kept up to date on website, brochures and other printed materials. Regularly updates volunteer handbook, job descriptions and department forms as part of continuous process improvement. Alerts volunteers and keeps them up to date on any changes in policy or procedures or relevant education opportunities.
* Recruits and trains volunteers to support microchip and humane education clinics, promotional and fundraising events. Provide administrative support volunteers to support marketing efforts.

**SUPERVISORY RESPONSIBILITIES**

Manages the volunteers as a key stakeholder in AAHS operations and trains department staff in volunteer supervision and retention. The Volunteer Coordinator carries out supervisory responsibilities for interns, lead volunteers, students and others in accordance with the organization's policies and applicable laws.

**QUALIFICATIONS**

* Strong commitment to Animal Allies’ mission and vision statements.
* Strong supervisory and task management skills.
* Bachelor’s degree or equivalent experience.
* Proven written, oral, and computer skills.
* Have ability to communicate well, resolve conflict successfully, define problems, collect data, establish facts, and draw valid conclusions.
* Strong organizational skills.
* Ability to track multiple goals and objectives in a cross-functional atmosphere.
* Strong communication & presentation skills with ability to convey the mission of Animal Allies Humane Society to diverse groups.
* Ability to create and maintain healthy boundaries.
* Ability to maintain confidential information.
* Valid Minnesota Driver’s License and insurable driving record.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without accommodations.

Individuals may need to sit or stand as needed. May require walking primarily on a level surface for periodic periods throughout the day. Lifting as required to file documents or store materials throughout the workday.

Shared office space; use of computer and telephone. Must be able to sit for up to 8 hours, with breaks. Must be able to perform computer work and data entry up to 8 hours per day. Some nights and weekends required. The majority of work is performed at an animal shelter. Potential exposure to zoonotic diseases, dangerous and fractious animals, high noise levels, hazardous chemicals, and sharp objects. Potential exposure of infectious diseases to owned animals.

**Animal Allies Humane Society** provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.