

# Volunteer & Donor Engagement Coordinator Job Description

<p>Position/Title</p> <p><b>Volunteer &amp; Donor Engagement Coordinator/ Office Manager</b></p>	<p>Reports To: Executive Director &amp; Finance/Family Services Director</p>	<p>Salary Range/Grade Level</p> <p>FT Non-exempt</p>
<p>Principal Objective of Position:</p> <p>To coordinate and facilitate the recruitment, ownership, and support process of volunteers, and donors (both to the affiliate and ReStore), assist in external relations logistics and planning, event planning.</p>	<p><i>This job description indicates the general level and nature of work expected of the incumbent. It is not a comprehensive list of specific duties or activities associated with the position. The employee will be asked to perform other duties as assigned. This position requires reliable transportation and a valid driver license. The coordinator should also have the ability to lift up to 25 lbs without assistance, be in good physical condition and be able to stand or sit for long periods of time.</i></p>	
<p>Principal Areas of Responsibility</p>	<p><b>1. Volunteer Engagement Coordinator:</b></p> <p>Coordinate volunteer efforts for construction , Restore, and administrative offices to maintain adequate coverage in all areas. Proactively contact community agencies and groups in order to increase the number of volunteers in construction, Restore, and central office administration.</p> <p>Work in conjunction with construction team and ReStore to recruit crew leaders and steady volunteers. Goal is volunteers on site and in the store every day.</p> <p>Develop creative ways/events to attract community participants – both to one-day builds and regular/steady volunteers – and to show regular appreciation. Respond to all individual volunteer inquiries. Communicate with local schools, churches, and other organizations to coordinate group service days with a goal of 2-3 group work days each month (construction). Coordinate special volunteer projects (clean-ups days, dedications) where volunteers are needed.</p> <p>Oversee weekly Community Service and Teen Court orientations.</p> <p>Coordinate large- scale group builds and signature events (Collegiate Challenge, Care-a-Vanners, &amp; Women Build Days and others) including meals, accommodations, scheduling, etc. Oversee food donations and related logistics for special volunteer projects (Collegiate Challenge, Women Build, Faith Build, Care-a-Vanners, etc.). Also oversee meal donations for monthly Board of Director meetings.</p> <p>Build relationships in the faith community by helping to identify key leadership contacts within these groups and assisting the Executive Director in efforts to reach out to those individuals and congregations. Strengthen our Faith Build coalitions by organizing events geared toward the faith community including church volunteer participation in volunteer and volunteer lunch efforts.</p> <p>Build relationships in the business community by helping to identify key leadership contacts within these groups and assisting the Executive Director in efforts to reach out to those individuals.</p> <p>Create a scheduling system to coordinate and plan volunteer service. Monitor and assess the need for volunteer services and suggest program improvements. Monitor volunteer satisfaction.</p>	

	<p>Resolve conflicts between volunteers, volunteers/staff or inappropriate assignments.</p> <p>Plan and execute the annual Volunteer &amp; Donor Appreciation Banquet</p> <p>Assist with job descriptions for volunteer positions (volunteer workers, crew leader, Board committee members, interns)</p>	
	<p><b>2. Donor Engagement Coordinator</b></p> <p><i>Assist the Executive Director in fundraising.</i>  Work with the ED to identify new fundraising strategies and opportunities, as well as potential individual and corporate donors.  Coordinate and carry out donor recruitment and retention efforts with the ED.  Share grant-writing responsibilities with ED.</p> <p><i>Assist the ReStore Manager in procurement.</i>  Work with the RM to identify new procurement strategies and opportunities.  Visit potential donors on behalf of the ReStore.  Coordinate and carry out procurement recruitment and retention efforts with RM.</p> <p>Direct administrative volunteers to ensure volunteer/donor database is maintained and up-to-date to 100% accuracy, including liability waivers, homeowner sweat equity, community service, as well as to ensure that all volunteer and donor mailings thank you notes and other recognitions are being sent on the appropriate schedule. Work with Finance Director to pull reports.</p>	
	<p><b>3. External Relations</b></p> <p>Be able to tell the Habitat story – what we do, why we're important and what our mission in Wayne County is – to anybody at anytime.</p> <p><i>Assist ED with public image and media venues for affiliate through print, TV, in-person, web, and social media.</i> Help create, maintain, and review various Habitat media content regularly to ensure accurate information is updated frequently and correct. Match local messaging to Habitat International branding guidelines. Assist ED to create and implement plans for social media coverage (Facebook, Twitter, Instagram) and for monthly newsletter emails for ReStore and general mailing lists. Assist with content creation and maintenance of website. In conjunction with ED, create and revise informational pamphlets, posters, and PowerPoint presentations for use at speaking engagements.</p> <p>Set up and execute opportunities to distribute information about HFH, such as downtown events, parades, churches, schools, sports games, etc.</p> <p>Take regular photos for use on social media and in print products on build sites, at ReStore, at events. Take creative, story-telling photos for promotional materials. Take and edit video at such events and for special projects.</p> <p>Represent HFHGW at events such as home dedications, ground breaking ceremonies, fundraisers, and attend conferences as needed.</p> <p>Assist Family Services in finding qualified applicants, especially those qualified for third-party financing, for homeownership. Assist Family Services in finding qualified applicants for home repair.</p> <p>Work with ReStore Director to create monthly sales calendar and to coordinate special events at the store. Work with ReStore Director to ensure store has</p>	

	<p>necessary signage, flyers, coupons, etc.</p> <p>Prepare and send out timely press releases, invitations and other information regarding groundbreaking, dedications, donations, fundraising events, etc.</p> <p>Serve as part of a staff liaison for External Relations committee.</p> <p>Create homeowner bios.</p>	
	<p><b>4. Other</b></p> <p>Assist with accepting mortgage payments and log them properly into records system. Provide prospective homeowners with all necessary general information and application material.</p> <p>Assist with providing general receptionist duties such as answering telephones, greeting visitors, providing general information. Distribute general information to staff, supporters, and homeowners as necessary.</p> <p>Assist with maintaining general office administrative materials (time sheets, leave, supplies) documents, filing, etc.</p> <p>Maintain a neat and clean work area including storage and maintenance facility to project a positive image of Habitat for Humanity to the public.</p> <p>Meet with leadership team weekly and all staff monthly to ensure communications are strong, volunteers are present, events are planned, processes are in place, and obstacles are addressed.</p> <p>Other duties as assigned.</p>	

I have received my job description and have read, understand and have the ability to perform the tasks in this job description without restrictions. I also understand the aspects of my job duties and criteria for annual review.

Signature

Date