

# **Volunteer Coordinator Assistant & Administrator**

The Volunteer Coordinator Assistant/Administrator is responsible for assisting the Volunteer Coordinator with overseeing the volunteer program. This includes training, managing, connecting, and supporting volunteers in all capacities on a daily basis. The Volunteer Coordinator Assistant/Administrator will also be responsible for onboarding new volunteers, volunteer recruitment, facilitating volunteer orientations and volunteer projects, data entry, answering phone calls/emails, booking visits, scheduling daily volunteer tasks, and assisting with coordinating special events. Providing overall oversight for the growth and development of the volunteer program is a critical aspect regarding this position.

## **ESSENTIAL FUNCTIONS**

- Onboard/recruit volunteers
- Facilitate volunteer orientations
- Database maintenance
- Communication with volunteers via email/phone/in-person
- Train volunteers on essential sanctuary duties
- Assist with management of volunteers as directed by the volunteer coordinator

## **Volunteer Onboarding/Recruitment/Orientations**

- Assist prospective volunteers with any questions regarding the volunteer program, reviewing volunteer applications, entering confidential data into volunteer profiles, interviewing prospective volunteers via phone, and booking/scheduling orientation visits.
- Facilitate volunteer orientations which involve welcoming new volunteers, training volunteers on Lions Tigers & Bears safety procedures, reviewing the volunteer orientation packet, touring Lions Tigers & Bears, and educating volunteers on daily sanctuary procedures and tasks.
- Recruit and lead sourcing volunteers by developing and posting marketing materials to designated resources.

## **Data Base Maintenance**

- Input and update confidential data in volunteer profiles using our volunteer database, Volgistics
- Pull and create reports using Volgistics
- Access scheduling and correct service hours using Volgistics

## **Volunteer Communication via email/phones**

- Follow up on all volunteer leads and applications that come through LTB
- Communicate efficiently and in a timely manner with volunteers via phone calls, email, text, or volunteer program social media
- Manage and oversee volunteer emails
- Stay in contact with volunteers to increase retention through email updates, phone correspondence, social media etc.

### **Training Volunteers**

- In coordination with the Volunteer Coordinator, oversee and train volunteers on daily sanctuary tasks, following SOP guidelines to ensure proper training for each volunteer
- Encourage and provide positive feedback to volunteers to ensure the volunteers feel appreciated and are also growing throughout their volunteer experience
- Requires being outside 50% the time (may vary daily) in various conditions

### **Organizing and Directing Volunteer Team**

- In coordination with the volunteer coordinator, assist in ensuring the smooth running of the volunteer team
- Daily appreciation by acknowledging volunteers for doing a good job, offering continued support, and maintaining positive morale.
- Communicate with volunteer coordinator and founder regarding volunteer feedback.
- Be a point of contact for organizational-wide volunteer needs, work with other departments for volunteer coverage for various projects and activities
- In coordination with volunteer coordinator, assist with planning and organizing volunteer appreciation events and individual volunteer milestones such as birthdays or volunteer anniversaries
- Assist by helping to plan and organize LTB special events to include recruiting, training, and scheduling volunteers to fill needed roles to ensure events are adequately staffed
- Assist in organizing, coordinating, and updating volunteer schedules, ensuring that all LTB needs are always covered with volunteer support
- Participate in daily and/or weekly meetings with the volunteer coordinator

### **Other**

- Maintain knowledge of policies and procedures on all aspects of LTB
- Follow and enforce all safety procedures
- Keep kiosk and workspace tidy and clean
- Maintain confidentiality of proprietary and donor information
- Attend & participate in all staff & office meetings
- Engage as a team member/team player at LTB
- Provide outstanding customer service in-person and over the phone
- Other duties as assigned by the Founder/Director

### **Qualifications**

Must be organized, have excellent computer and data entry skills, possess leadership qualities, a high level of attention to detail, experience with handling confidential information, the ability to make some decisions, ability to work positively in a team-oriented environment, as well as independently on various administrative tasks. Must have exceptional interpersonal communication skills, ability to multitask in a fast-paced environment, analyze information and make recommendations, be results driven, have a high level of energy and flexibility. Prior experience working with volunteers, a strong volunteer background or management/supervisory experience is preferred. It is important to go above and beyond and adapt to all situations that may arise throughout the workday. Prior experience working with and around exotic animals, with proven ability to provide day to day organizational functions. Must have a can-do attitude,

be a team player, excellent communication skills and the ability to follow directions in both the written and oral form. Must have a love for animals and be passionate about our mission and follow all safety protocols and guidelines.

**Working conditions and Physical requirements**

The ability to lift up to 50 pounds, ability to bend, stoop, kneel, crawl and walk on uneven terrain, ability to work in inclement weather conditions including extreme heat and cold depending on the season, ability to work a varying schedule with flexibility in mind, to follow oral and written directions, ability to understand hazards and risks and apply proper safety precautions for a safe working environment, ability to multi-task. Driver's license, specialized skills and experience operating 4-wheel drive carts, trucks and ATV's is a plus.

*Job duties and hours can change and may include early mornings, late nights, weekends, and holidays.*

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.*

**TO APPLY**

Email cover letter, resume outlining relevant experience, and two professional references to [admin@lionstigersandbears.org](mailto:admin@lionstigersandbears.org)

In the subject line use: **Applicant - Volunteer Coordinator Assistant**