



Lions Tigers & Bears

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www.lionstigersandbears.org

Tax ID # 33-0938499

Job Description

VOLUNTEER COORDINATOR

Reports To: Founder/Director

Status: Full Time, Non- Exempt

The Volunteer Manager is responsible for overseeing and managing Lions Tigers & Bears' volunteer program. This includes organizing and directing volunteers, managing volunteer recruitment, and training, developing, & maintaining Lions Tigers & Bears internship program, facilitating daily educational visits, managing, and coordinating daily tasks with the Volunteer Coordinator, and providing overall oversight for the growth and development of the volunteer program.

ESSENTIAL FUNCTIONS

- Oversee, direct and develop volunteer team
- Oversee and direct volunteer training programs
- Oversee and direct internship program
- Oversee and direct daily educational visits

Oversee, Direct and Develop Volunteer Team

- In coordination with the Visit Coordinator, oversee the recruitment and organizing of new volunteers via the volunteer onboarding process. This includes providing a comprehensive new volunteer orientation which covers Lions Tigers & Bears' history, status, appropriate policies and procedures, safety protocols, completion of all volunteer paperwork and entering volunteer information into database, collection of any fees, and introduction to the manager of the department to which the volunteer is assigned:
 - Watch visits daily
 - Trainings weekly on maintaining SOPs
 - Give corrections to any guides who are giving misinformation during visits through daily follow up
 - Make sure guests are being checked in with the proper SOP
 - Be outside with your volunteer team at least 80% of the time
- Stay in contact with volunteers to increase retention through various means including email updates, monthly newsletters, phone correspondence, etc.

- Daily social media posts
- Weekly email updates
- Monthly newsletters
- Quarterly email updates for inactive volunteers
- Provide ongoing encouragement and positive feedback to volunteers on a regular basis ensuring volunteers feel appreciated for their time and effort.
 - Daily appreciation by acknowledging people for doing a good job, thanking them for continued support, asking them when they are coming back, giving encouragement when things are getting tough.
 - When insignificant things are brought to Volunteer Manager's attention, thank them and keep a positive attitude about it no matter what. Follow up with them no matter what the situation may have been.
 - Communicate with Founder regarding ALL volunteer feedback daily.
- Be the primary contact for organizational-wide volunteer needs, report weekly, work with other department heads to facilitate sufficient volunteer coverage for various projects and activities occurring weekly.
 - Work directly with Founder to set goals weekly and monthly
- As the volunteer department head, provide management and oversight of volunteers including handling any grievances or discrepancies.
- Work side by side and teach volunteers how to do things according to LTB SOPs for every task.
- Plan and organize volunteer appreciation events, including recognizing individual volunteer milestones such as birthdays and anniversaries with cards and notes.
 - Add birthdays for the month on the monthly newsletter
 - Make cards for volunteers when they are here and share celebration days
- Assist by helping with planning and organizing LTB special events to include recruiting, training, & scheduling volunteers to fill all needed roles to ensure each event is adequately staffed.
- Plan and organize special projects utilizing volunteers such as Corporate Give Back Days, Scout projects. Work closely with department managers who will identify special projects/needs.
- Advance Lions Tigers & Bears fundraising goals and objectives, so volunteers fully understand the nature of LTB' reliance on donor contributions and community support.
 - During orientation follow the SOP that shares the reliance of donors to LTB
 - Form fundraising committees among the volunteers
 - Generate ideas for fundraising
 - Implement fundraising ideas using fundraising committee
 - Set goals for fundraising committee and hold accountable with impletion dates and follow meetings weekly/monthly
- Assign volunteers daily in the office to assist with answering phones, assisting with LTB inquiries, and any office work.
- Organize, coordinate, and update the volunteer schedules, ensuring that all LTB needs are

- always covered with volunteer support by using the daily expo board.
- Oversee all onboarding of new volunteers working alongside Volunteer Coordinator Assistant.
 - Weekly check in with VCA to go over all onboarding SOP, new volunteers, & all needed follow up training
 - Work closely with Volunteers, Visit Coordinator and Founder to ensure the smooth running of the volunteer team.
 - Conduct daily 10-minute check-ins with volunteer team
 - Manage, organize, maintain and be accountable for all equipment used by volunteers.
 - Use equipment signing in and out of all equipment being used such as radios, keys, ipads etc
 - Be responsible for the volunteer areas at all times
 - Make sure everything is locked before leaving daily
 - Lights are turned off before leaving daily
 - Outside heaters are turned off before leaving daily
 - Volunteer area to be cleaned at the beginning and end of day everyday
 - No food left out on volunteer station or desk outside area daily
 - No trash left outside

Oversee & Direct Volunteer Training Programs

- Develop and maintain training protocols for all new volunteers.
 - Create SOPs for every volunteer job function
 - Coordinate and hold weekly training on SOPs
 - Monthly maintenance check-in on all SOPs
- Get volunteer captains in place to support with volunteer training and ensure all SOPs are being followed to LTB standards.
 - Create volunteer captain's role description
 - Identify volunteer captains
 - Train volunteer captains on what their roles entail
 - Hold weekly meeting with volunteer captains to ensure all standards are being upheld
 - Address any issues and have captains create solutions
- Create training videos for all SOPs and use for orientation, ongoing training, and maintenance training monthly.
- Create and hold training dates monthly for all areas of LTB to include but not limited to visits, cleaning, deep cleaning, livestock, Walmart, safety, diet, & donations.
- Identify and organize training and education opportunities for volunteers to help keep them engaged and introduce them to additional volunteer jobs with increasing responsibilities.

- Use volunteer phase training to move volunteers from one phase to the next

Oversee & Direct Intern Program

- Develop and maintain the intern program.
 - Recruit interns
 - Follow up on all school paperwork
 - Work all interns through the 3 stages to ensure they are in consistent learning
 - Work side by side with intern on their completion project
 - Hold evaluation meeting after each stage completion
- Create and hold training dates alongside volunteer trainings held weekly/monthly.

Oversee & Direct Visits

- Use the visit guide manual to train all visit guides.
- Management of Visit Guides and Visit Coordinator
- Maintain all equipment used for visits and ensure everything is being checked in and out.
- Direct & oversee that all volunteers scheduled for visits occurring throughout the day including:
 - Assist in opening the kiosk and TV area, ensuring the area is clean and free of dust and cob webs
 - Wipe down guest seating areas as needed, sweep donations wagon, and stock brochures and fliers
 - Assist with guest check-in, including assisting guest in completing their waivers, logging any donations, and promoting memberships
 - Serve as LTB ambassadors during visits, and assist keepers with feeds and diets during the visit as requested
 - Selling raffle tickets, White Oak drawing tickets, and other promotions as assigned
 - Gain understanding of LTB' current priorities and inform guests as appropriate
- Hold weekly/monthly visit guide trainings.
- Daily walk visits to ensure they are being delivered to LTB standards.
- Hold volunteers accountable to following SOP on all visits being performed utilizing the daily meetings.
- Schedule appropriate number visit guides for each day.

Other

- Maintain knowledge of policies and procedures on all aspects of LTB.
- Keep kiosk, volunteer station 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 data entry skills, possess a high level of attention to detail, experience with handling confidential information, the ability to make some decisions, ability to work independently and with a team, analyze information and make recommendations, be results driven, and have a high level of energy.

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, ability to operate power tools and complete minor construction tasks, ability 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.

Please send resumes and inquiries to admin@lionstigersandbears.org.