

CARE Humane Society

Job Description

TITLE: Volunteer Coordinator
REPORTS TO: Executive Director
FLSA DESIGNATION: Non-Exempt
ADOPTION DATE: April 2019 - revised June 2026

GENERAL JOB DESCRIPTION:

This coordinator is responsible for the overall foster and volunteer related events and programs. The Volunteer Coordinator is responsible for recruiting and maintaining the shelter's volunteer base. The Volunteer Coordinator works closely with the Director of Development, Rescue/Transport Coordinator, and all managers.

QUALIFICATIONS:

- One year supervisory experience (required).
- One year experience in shelter operations.
- Proficiency with similar or equivalent computer software relevant to this job description such as Microsoft Office Suite, ShelterLuv, Volgistics, etc.
- Knowledge of proper animal handling.
- Leadership and organizational skills.

DUTIES:

- Assist the Director of Development with the related events and fundraisers. Coordinates volunteers for the Director of Development activities and programs.
- Recruit/train/supervise volunteers. This includes a minimum of seven volunteer Shelter Tours & Dog Walking Orientations each month.
- Identifies volunteers for advanced training to become interns and lead volunteers. Assist training and evaluation of all volunteers' areas.
- Educate and train employees on all volunteer procedures.
- Develop, implement and maintain standard operating procedures (SOPs) related to areas of responsibility.
- Maintain safe working conditions for employees, volunteers, community service workers, customers, guests, and animals.
- Works closely with the Shelter Director, Behavior and Kennel Manager, Rescue Coordinator and Health & Intake Manager to oversee and organize volunteers to assist with landscape, dog walking, adoption events, transport and other maintenance and assign volunteers as needed to kennels, maintain buildings and grounds.
- Must attend at least one offsite event each month and major events each year (e.g. Petsmart/Petco, CityFest, Bark in Park, Bark Bowl, NMWL, etc).
- Oversees all required documentation for all volunteers including documentation needed for insurance concerning drivers.
- Approves and oversees all community service workers. Contact probationers to recruit any new community service workers.
- Maintains communications through email, social media, and phone.

- Works with the Director of Development to organize any school, career fair, and any community outreach programs.
- Sends out Monthly Volunteer Newsletter to all active volunteers
- Manage volunteer social media accounts, including posting a minimum of 3 posts per week.
- Oversee / train / schedule daily PetSmart Cat Caretaker volunteers and communicate any cat health issues to managers. Ensure PetSmart is appropriately stocked.
- Update shelterluv profiles regularly using pictures and information provided by volunteers.
- Closely monitor Offsite Event Requests (Google Form) and respond to any requests within 48 hours to schedule events. Work with the Kennel and Behavior Manager to plan these events, as well as with the Scheduling Manager to schedule staff for each event. Recruit volunteers to cover all duties (setting up, handling dogs, cleaning up, etc) necessary for these events.
- Work with Volunteer Groups (clubs, organization, etc) to do group volunteer days, including organizing, training, and closely monitoring all group volunteers.
- Models punctual, regular and reliable attendance.
- Completes required reports by established deadlines.
- Attends meetings, conferences, workshops, and training sessions.
- Performs other duties assigned.

BASIC ABILITIES/PERSONAL QUALITIES REQUIRED TO SUCCESSFULLY PERFORM THIS JOB:

- A love of animals and people.
- Ability to communicate clearly orally and in writing.
- Ability to lift 50 pounds and move with reasonable speed and dexterity in the execution of this job description.
- Knowledge of the safe and humane use of animal handling equipment.
- Desire to learn what you don't already know and be open to new ideas.
- Possession of the ability to readily attain a valid driver's license for the vehicle to be operated.

APPROVALS

Executive Director: _____ Date: _____